**Role Profile**

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| **JobTitle:** Court Conversion Project Manager |
| **Department:** Customer Services |
| **Reports to:** Head of Customer Services (Property Services) |
| **Grade:**  |
| **Staff responsibility:** No direct responsibility |

**Organisational Structure**

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| Director of Customer Services |

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| Head of Property Services |

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| Court Conversion Project Manager |

**Job Purpose**

Reporting into the Head of Customer Service (Property Services) you will take the lead ensuring delivery of the project and its key deliverable objectives.

This is a high level role which will provide regular updates to Senior Management Team & Board.

This role requires the project management of the following deliverables:

* The delivery of a comprehensive retirement court profile & risk assessment
* Comprehensive strategic consultation with local authorities to ensure that investment decisions are made on sound information.
* Comprehensive investment & options appraisals for each court
* A clear action plan on implementation of the proposed outcomes
* Working with a range of external and internal agencies and clients at various levels
* The ability to create strong working relationships with internal colleagues & external agencies

**Key Accountabilities**

* You will develop and maintain relationships with key Local Authorities to ensure that decisions on each court are informed by key strategic information and that the proposals are fully supported at a local strategic level.
* Set the Direction and keep the project on track ensuring that key deadlines / milestones are met and that recommendations are based on comprehensive and quality information.
* Dedicated to exceeding expectations you will work closely with colleagues across the organisation to maximise engagement over proposals, consider decanting and project phasing strategies to ensure the proposed future projects can be delivered with minimal delay & disruption to tenants.
* Utilise high level and a broad range of technical skills to review and assess options for maintaining momentum on regeneration delivery and influence the shape and direction of individual schemes. Act to provide added value through constructive challenge to project scope and set up, potentially conflicting with clients and senior stakeholders. .
* Offer high level, timely and accurate specialist/expert policy advice, research and project development support to all stakeholders.
* With an outcome focused approach, encourage and apply creative and flexible approaches in developing options appraisals / recommendations
* Apply a proactive approach to unblocking problems and barriers, cutting through unnecessary bureaucracy in delivering solutions that keep the project on track.
* Complete each project in accordance with the organisation’s quality and professional standards, processes, policies and procedures and within regulatory frameworks and financial approved limits.
* Identify opportunities and prepare proposals to secure resources (such as Scottish Government funding) and generate efficiencies.
* Lead the delivery of effective consultation and engagement with residents and stakeholders for assigned projects.
* Work effectively with project team members including consultants and project support staff, managing the fluctuating size of the project team over the course of the project.
* Apply a rigorous financial management and business planning approach to project management ensuring strict cost/time management against budgets.
* Maintain robust audit trails in line with best practice
* Lead on developing and implementing effective communication strategies with partners, stakeholders and colleagues to ensure effective project outcomes.
* Apply skilful and professional negotiation techniques and advanced interpersonal skills with partners, stakeholders and colleagues to influence others to deliver outcomes.
* Lead on developing and managing effective and professional relationships with stakeholders/partners and strive for communication excellence.
* Ensure that a network of working relationships and lines of communication are developed and maintained with the key internal and external partners
* Be responsible for ensuring all technical planning, administration, documentation and reporting of assigned projects is achieved in collaboration with the Head of Customer Services (Property Services)
* Ensure that project risks and issues are identified, assessed, effectively managed, reviewed, recorded and reported on a regular basis.

**Person Specification**

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| **Education** |
| * Degree level or equivalent professional qualification in related area
* Regeneration, Housing or Property related qualification desirable (RICS or equivalent)
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| **Experience** |
| * Knowledge and experience of working with Local Authorities, Scottish Government, NHS and others who have an input into meeting the changing housing needs of the elderly population throughout Scotland
* Experience of a broad range of relevant professional/technical skills, ie housing, development, finance, construction, procurement etc. to support the successful management of a complex regeneration project.
* Experience of and understanding of the role of partnerships, the private sector and the external market and the processes to harness resources and deliver completed regeneration projects
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| **Knowledge** |
| * Sound knowledge and experience of project and programme methodologies such as Prince 2 or Managing Successful Programmes (MSP)
* Understanding of the scope and content of current legislation and regulations which affect and impact on the regeneration projects
* Sound business and commercial awareness and ability to use this in order to support improvement in the programme
* Highly proficient user of Microsoft Office tools and other relevant applications and tools applicable to the role
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| **Skills and Abilities** |
| **Essential:*** Be able to develop, manage and maintain sustainable and professional working relationships with colleagues, residents and partners and other stakeholders in order to drive delivery of the project
* Use a range of communication styles to effectively influence the decisions and actions of others
* Possess highly developed written skills with a keen eye for detail; able to prepare complex accurate and intelligible reports to exacting standards and formats
* Self-motivated and be able to work unsupervised to deliver challenging targets
* Possess a full drivers licence
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| **Personal Qualities** |
| * Teamwork - co-operates with others and is able, where appropriate, to complement the roles of others by taking on the role of leader, peer or subordinate.
* Compliance - adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes
* Decisiveness - exhibits a readiness to make decisions, render judgements, take action or commit oneself
* Ambition - is driven to do well, be effective, achieve, succeed and progress quickly through the organization
* Innovation - is change-oriented and able to generate and/or recognize creative solutions in varying work-related situations.
* Vitality- maintains a high activity level, is enthusiastic, motivated and energetic
* Personal Impact - creates a positive first impression, commands attention and respect, and is socially confident
* Oral Communication - expresses thoughts effectively and convincingly, using appropriate verbal and non-verbal behaviour to reinforce the content of the message
* Written Communication - express thought in writing in a grammatically correct, well-organized and well-structured manner
* Self Confidence - demonstrates a genuine belief in the likelihood of personal success and communicates a positive self-esteem to others
* Handling Feedback - able to handle feedback and use feedback with positive outlook to improve performance
* Conscientiousness – conscientious in daily work to ensure Association values are met.
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**Core Competencies**

* Put our customers first
* Strive for excellence
* Be accountable
* Think and act as ‘one team’
* Demonstrate respect
* Achieve work/life balance