**1.** **JOB DETAILS**

**Job Title:** **Strategic Projects Manager**

**Location:** Scotland (Office locations: Inverness, Irvine, Bellshill, Edinburgh & Thurso)

Plus home working.

**Team/Directorate:** Business Services

**Responsible to:** Director of Business Services

**Responsible for:** Project management and delivery of:-

* + - **Pentland HA Transfer/Acquisition**
    - **Cairn/Ancho Constitutional Review and Implementation of chosen option**
    - **Other project management support as required to deliver the Business Plan**

The role will be responsible for the management and direction of a Project Assistant.

The role will report to the Director of Business Services and attend Executive Team meetings as required for Project updates and collaborative discussions with, and direction from, Executive Team colleagues.

Occasional attendance at Board meetings of Cairn, Ancho and the Joint Board Steering Group with Pentland, will also be required.

The role is a fixed term, 18 month contract, commencing January 2021.

# 2. JOB PURPOSE

**This role is responsible for all matters in the preparation, project management and early delivery phases of two key strategic/constitutional projects to support the continued growth of Cairn Housing Group and fulfilment of service and investment promises made to customers and partners.**

The Strategic Projects Manager supports Executive team colleagues in the achievement of the Group’s business objectives by leading and coordinating all matters relating to the achievement and successful delivery of the two strategic projects identified, plus other work to be identified including review of service models and major repairs contracts.

The Strategic Projects Manager provides active and visible project leadership and effective management to ensure:-

1. **Pentland**

(Subject to Board approvals) successful achievement of the acquisition, through negotiation and eventual Transfer of Engagements, of Pentland Housing Association into the Cairn Housing Group (transfer date target is April 2022). This will include all people issues, IT/systems, operational integration, stakeholder engagement, tenant consultation and ballot, consents and approvals, based on the Services & Investment Plan and agreed Business Case, to ensure effective operational integration as part of the Cairn team. The role will also be responsible for supporting and advising the Executive Team and other colleagues in preparing for the delivery of the early phases of the agreed investment programme and service promises as part of the Tenant Offer.

1. **Ancho**

Support, lead and complete the current options appraisals process for the Cairn/Ancho constitutional review (Officer/Member Working Group established December 2020) and support the Executive Team in making recommendations for board approval (by May 2021). Subject to Board decisions in Summer 2021, this may then lead to detailed project management work on integration and pre-transfer work. This may include related consultations and potential implementation and operational integration work (during 2021/22), including all people issues, IT/systems, stakeholder engagement, tenant consultation and ballot, consents and approvals, based on the agreed business case, to ensure effective operational integration as part of the Cairn team (all subject to Board approvals).

1. **Other Key Projects**

Depending on outcomes on the Ancho project, and available capacity, other key projects may be identified to be achieved during the 18 month period, such as supporting the review and implementation of new service models within customer services, including options for the support services at Cairn’s 22 retirement courts. Project management work on preparing for a major procurement of our maintenance contract may also be identified.

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

1. Lead, advise and project manage the preparation and achievement of the acquisition, through Transfer of Engagements, of Pentland Housing Association and its commercial subsidiary (Pentland Community Enterprises Ltd) into Cairn Housing Group (target start date is April 2022).
2. Lead, advise and project manage the options appraisal of the Cairn/Ancho constitutional review, and any resulting outcomes, including active consideration of a potential Transfer of Engagements into Cairn (subject to board and related approvals)
3. Develop and manage Project Plans and associated Risk Registers for the preparation, implementation and delivery of both strategic and operational projects which support organisational success and objectives.
4. To work in a positive, values-based, outcomes-focussed manner in collaboration with Executive Team and other management colleagues and staff to ensure successful delivery of the Projects
5. Supervise, develop, coach, and motivate direct reports (Projects Officer) to provide an excellent service suited to current and future organisational needs, as well as their own professional development.
6. Advise and support the Executive Team to provide relevant information and project updates as required. Attend the Ancho and Cairn Boards to report on project progress as required.
7. Attend Board and Executive Team meetings and Joint Board Steering Group and Joint Management Group meetings as and when requested to support the Executive Team.
8. Manage relevant budgets working collaboratively and flexibly with colleagues and stakeholders to achieve best value for money whilst meeting business needs.
9. Develop strong and trusting relationships to support business partnership with all internal and external stakeholders, including local tenants groups, local authority stakeholders and contractors as part of tenant consultation requirements of transfer proposals.
10. Work proactively with a range of external partners in projects and initiatives, joint working and networking to create opportunities to help deliver the Group’s objectives.
11. Display and promote role model behaviours and management competencies to demonstrate the Group Values and focus the business to achieve the Group’s vision and business plan
12. Review, update, and deliver policies in line with legislation and best practice

**3.2 Key Performance Indicators/Critical Success Factors**

Ensure preparation and delivery of partnership/transfer project of Pentland HA into Cairn and preparation of delivery of early phases of investment and services promises.

Outline targets:

* Delivery of Pentland ToE by 1stApril 2022
* Delivery of Tenant vote in support of ToE by September 2021
* Staff TUPE and integration and training by March 2021
* Integrated systems and training by April 2021

Support Cairn/Ancho constitutional Review and implementation of agreed outcomes.

Outline targets:

* Complete Options appraisal April 2021
* Project Plan for potential constitutional change April 2022 (subject to Board decisions)

# 3.3 Key Contacts – Internal & External

* Executive Team
* Staff/Managers at Cairn, ancho and Pentland
* Pentland Customer Panel
* Ancho Customer Panel
* TPAS (independent tenants’ advisor)
* Cairn, Pentland & Ancho Boards
* Joint Board Steering Group
* Cairn legal advisors
* Scottish Housing Regulator
* External Partners, Forums, other HA’s
* All staff and managers

# 3.4 Health & Safety

* Take personal responsibility for awareness of and positive management of the Group’s Health & Safety Strategy, Policies and procedures, within customer services, and with senior colleagues across the Group, including fire regulations, and implement all requirements as appropriate.
* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
* Comply with safe working practices as defined by Cairn Housing Group
* Complete online training as and when required
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
* Report any accidents, incidents or near misses as soon as reasonably practicable.

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times
* Take part in progress/performance reviews throughout the year
* Cooperate with other Cairn Housing Group departments
* Attend training courses and complete online training modules as required to meet the requirements of the post
* Take responsibility for own personal development, seeking out opportunities to learn new skills
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

**3.6 Other**

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
* Promote and maintain the brand standards of Cairn Housing Group

**Person Specification……over/**

**Strategic Projects Lead**

**Person Specification**

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| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications and specific training** | * Educated to degree level or equivalent or extensive experience in a similar role. * Project Management qualification or evidence of continuing professional development and substantial experience in project management |  |
| **Experience** | * Wide experience of project management on strategic projects * Experience of management roles in Social Housing preferred * Experience of managing change and project management in a regulated environment * Relevant commercial, public/social or voluntary sector experience * Experience of performance management and reporting * Proven experience of effectively managing stakeholder relationships, with the ability to influence and persuade through personal credibility, integrity and professionalism. * Extensive experience of managing and motivating staff to achieve objectives * Experience of working with/for senior or executive management team colleagues to deliver high profile strategic projects * Experience of providing support and advice to management teams, Boards and Committees and high level of understanding of good governance practice. * Experience of risk management and business planning | * Experience of constitutional reviews, involving Transfer of Engagements |
| **Knowledge** | * High level of knowledge of coordinating and driving strategic planning and risk management * Significant knowledge of Project Management frameworks * Knowledge and application of the Scottish Housing Regulatory Standards and Guidance on Group Structures * Knowledge of Customer Service excellence * Knowledge of investment programmes and project delivery | * Knowledge or awareness of the complexity of management and services within a Group Structure |
| **Skills** | * Demonstrable ability to support and advise senior management on range of strategic, regulatory and service matters * Ability to work in a collaborative manner ensure effective operational planning and project delivery. * Creative problem solver and negotiator * Able to analyse complex information and make informed financial judgements * Ability to meet demanding personal and team deadlines * Ability to manage multiple priorities and Group priorities * Excellent performance management skills * Experience of building and sustaining partnership relationships and demonstrating emotional intelligence in interpersonal relationships * Customer centred approach, flexible, confident and assertive manner * Excellent negotiation, communication and influencing skills * Ability to manage and motivate staff team to achieve objectives * Proven leadership skills * Experience of public speaking and presentation skill * IT Literate * Ability to represent the organisation positively at local and regional level at events, conferences and to ministers at Scottish Government * Project Management * Budget Management * People Management |  |
| **Personal attributes** | Adaptability (maintains effectiveness in varying work environments where circumstances and priorities are changing)  Ambition (is driven to do well, be effective, achieve and succeed)  Analytical Reasoning (analyses, interprets and evaluates complex information arriving at logical deductions and conclusions)  Decisiveness (exhibits a readiness to make decisions, render judgements, take action or commit oneself)  Delegating (appropriately delegates responsibility and refers problems or activities to others for effective action)  Flexibility (is able to modify approach in order to achieve a goal)  Influencing (uses appropriate interpersonal styles, methods of communication, data and arguments to gain agreement or acceptance of an idea, plan or activity). Emotional intelligence.  Innovation (is change-oriented and able to generate and/or recognize creative solutions in varying work-related situations)  Listening (draws out opinions and information from others in fact-to-face interaction)  Communication (to be able in both written and oral communication)  Performance Orientation (is concerned to optimize the effective and efficient management of available resources)  Prioritising (accurately assesses the relative importance of objectives, activities and events in relation to organisational goals)  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)  Vision (is able to view events and possibilities from multiple perspectives, develop future-oriented scenarios, ‘helicopter’ above the current situation, and see the ‘bigger picture’)  Compliance (adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes)  Developing others (develops direct reports’ competencies by planning effective experiences related to current and future jobs, in the light of individual motivations, interest and current work situation)  Empathy (understands the feelings and attitudes of others and is able to put oneself in others' shoes). Emotional intelligence.  Integrity (maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities |  |
| **Additional requirements** | Remote and home working is a requirement  Full Driving Licence and access to a vehicle  Attendance at evening meetings such as public meetings, customer groups or Board meetings  Travel to all locations within the Group as required, including occasional overnight stays (subject to Covid-19 restrictions) |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holder’s Signature: Date:**

**Manager’s Signature: Date:**