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

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

**Location:** Edinburgh, Bellshill & Inverness

**Team/Directorate:** Business Services

**Responsible to:** Director of Business Services

**Responsible for:**

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.

# 2. JOB PURPOSE

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 strategic projects identified within the Business Plan, plus other work to be identified including review of service models and business transformation projects.

### 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 Ancho into Cairn Housing Group (target start date is April 2024).
2. Lead, advise and project manage the options appraisal of any further constitutional reviews or Transfers of Engagements, and any resulting outcomes. (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 other Business Services staff as appropriate 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**

Delivery of the groups Business Services Strategies and supporting the delivery of other organisational strategies and objectives.

Management and delivery of Project Central and related project action trackers. Involvement in strategy action plans, including all identified targets and service standards.

Monitoring and identifying improvement which sustain high level and improve Staff engagement levels.

Responsible for the procurement, effectiveness and development of all Business Improvement related systems.

# 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 Manager**

**Person Specification**

|  |  |  |
| --- | --- | --- |
| **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
 |  |
| **Personal attributes** | Proactively develop and sustain relationships with key stakeholders to inform how to influence them.Tailor influencing style and select appropriate communication channels to engage and gain buy in from different audiences. Adapt decisions and practices to take account of changing priorities and external influences. Create an environment which empowers others to make decisions whilst assessing and overseeing risk. Organise, adapt and deal with conflicting priorities and busy workload.  |  |
| **Additional requirements** | Full Driving Licence and access to a vehicle Attendance at evening meetings such as public meetings, customer groups or Board meetingsTravel 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:**