



Head of Capital Projects Delivery

Salary:	£78,015 per annum
Reporting To:	Director of Development and Investment
Responsible For:	The management of in-house Project Managers and external contractors and consultants
Hours:	35 hours, Monday to Friday This role will comprise of a combination of site based, officed based and working from home.
Role Purpose:	<p>To support and deputise for the Director of Development and Investment.</p> <p>As a member of the senior management team, make a major contribution to and champion the delivery of the organisations vision, goals and core values, providing a clear sense of direction, optimism and purpose</p> <p>To ensure that THCH maintains an adequate supply of new homes to satisfy the development strategy of delivering between 100 and 150 new homes per annum.</p> <p>To think strategically, with a clear vision and align the departments strategy to the organisation's business objectives</p> <p>To ensure that the capital programme is planned, procured and delivered in the most appropriate, economic and efficient manner in accordance with our corporate plan and development strategy.</p> <p>This will include new development and capital projects, such as large-scale recladding and fire safety works, and the management of the delivery teams comprising in-house staff, external consultants and contractors.</p> <p>To be responsible for the procurement, management and delivery of all construction related capital investment across the organisation, acting as the principal contact for stakeholders.</p> <p>To manage the day-to-day activities of the Development/Capital Projects Team, ensuring that they are delivered to agreed budget, programme and quality standards</p> <p>Manage the appointment of and day to day activities of the Client Development Agents, consultants and contract staff</p>

	<p>To ensure long term sustainability of the projects undertaken.</p> <p>As and when appropriate to manage any staff training and personal development ensuring that a structured development plan is in place to develop their skills, including One to One meetings.</p> <p>To manage the programme of schemes of THCH and non-developing Registered Providers within the North River Alliance (NRA) and outside of the alliance.</p>
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Key Accountabilities	Key Deliverables
<p>Contract Management and Service Delivery</p>	<p>Work with the Director of Development and Investment and management team to develop the strategic direction and priorities of the department and secure their implementation.</p> <p>To act as lead officer for the development and capital projects programme, ensuring that suitable systems are in place for programme and project planning; project control; cost planning and control; project finance and payments; quality control and performance management.</p> <p>To operate as the principal point of contact between client departments and construction delivery teams, acting as the expert client ensuring that the organisations requirements are properly defined, taking account of available resources and ensuring that appropriate methods of procurement and delivery are implemented.</p> <p>To manage and develop strong working relationships with customers, stakeholders and suppliers, to work in conjunction with other stakeholders to develop programmes and projects that meet statutory and other obligations, ensuring that these can be delivered in accordance with agreed timescales and budgets.</p> <p>To be the organisations expert in all matters relating to construction procurement, delivery and innovation.</p> <p>To develop and implement appropriate construction procurement strategies; having regard to modern methods and changes in the industry generally and providing expert advice on all aspects of the procurement and delivery of construction related investment.</p> <p>To lead the procurement of consultants and contractors, ensuring that all contracts are placed and administered correctly.</p>

	<p>To act as the organisations design champion ensuring that appropriate design methodologies are implemented and that all aspects of statutory compliance (Planning and building Control and CDM regulations etc.) are met.</p> <p>To ensure that asset registers are being maintained as required to assist in the planning of maintenance and improvement programmes, providing advice to property services and others on the operation and maintenance of built environment assets throughout their lives including commissioning, operation and decommissioning.</p> <p>To ensure that all matters regarding project health and safety, including compliance with the CDM Regulations, are properly addressed in accordance with relevant legislation and best practice.</p> <p>To manage several project management teams ensuring that assigned projects meet agreed outcomes, are delivered on time, within budget and to the expected standard.</p> <p>Commission and manage external consultants and contractors to design and deliver specific projects in accordance with pre-defined budgets, programmes and standards</p> <p>To ensure that staff and consultants understand, embed and champion the priorities, objectives and policies of the organisation.</p> <p>To set clear objectives for staff, review performance against these objectives.</p> <p>Undertake staff management responsibilities, including appraisal, recruitment, development, welfare, discipline, deployment, motivation, etc. Foster teamwork with staff and consultants to increase performance.</p>
<p>Risk Management and Compliance</p>	<p>Ensure that all works and projects comply with Health and Safety legislation and regulations including in respect of CDM.</p> <p>Ensure works meet Building Control requirements.</p> <p>Obtain and have regard to specialist advice in respect of risks associated with specific projects.</p> <p>Actively assess and manage risk in areas associated with the post and make recommendations for actions to mitigate the risk and regularly monitor and review accordingly.</p> <p>Take responsibility for the application of health and safety within daily work practices sharing a common responsibility for health and safety across THCH.</p>

Customer Service	<p>Lead on the involvement of residents and customers in capital investment projects, ensuring that their voice is heard and influences the design of services and strategic proposed works and outcomes as appropriate. •</p> <p>Take ownership of complaints, members enquiries and applications for compensation.</p> <p>Manage the expectations of residents, keeping them informed of progress, and agreeing a timetable, and action necessary for resolution.</p> <p>Ensure that the recording of the information and data is accurate and effective, and clearly identifies areas of service failure for THCH to learn from and improve.</p> <p>Analyse complaints and ensure plans are implemented to rectify service failures.</p>
General	<p>Follow and actively promote THCH's diversity and inclusion policy. • Undertake any other duties as may be required from time to time.</p> <p>Attend residents' meetings/events when requested (may be out of hours).</p> <p>No job description can be entirely comprehensive, and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation.</p>

Role related knowledge, skills and experience on recruitment

- Extensive proven experience in the delivery of social housing development schemes and large-scale capital projects
- Professional qualification or working toward e.g., RICS, CIOB or other relevant professional bodies.
- Full Driving License
- Detailed and up to date knowledge of current best practice in relation to managing works projects within a multi-cultural inner-city environment.
- Minimum of five years' experience of development.
- Minimum of five years' experience within a housing organisation or similar development body.
- Able to manage complex workload and budget in a challenging environment where resources are at a premium
- Able to work with external agencies and groups
- Able to manage staff
- Able to balance workload priorities
- Able to work flexibly and under pressure for sustained periods of time including attendance at frequent evening meetings.
- Able to produce a wide range of written documentation on behalf of THCH including development committee reports, area resident boards reports, newsletters and press releases.
- Able to complete IMS or other appropriate returns to the HCA and GLA.

- Able to balance the needs of all key stakeholders in THCH and the ability to explain complex information in clear and concise manner.
- Able to understand and respond clearly and sensitively to the needs and concerns of tenants and leaseholders
- Sound understanding of the legislative and funding framework affecting social housing
- An understanding of staff management requirements
- Good time management, demonstrating ability to prioritise and organise appropriately
- Able to demonstrate a commitment to Equal Opportunities and the management of diversity.
- IT literate

Core Values		
O	Open	<ul style="list-style-type: none"> • being transparent, sharing information in a clear and honest way
P	Partnership	<ul style="list-style-type: none"> • recognising the importance and added value that comes from working together
I	Integrity	<ul style="list-style-type: none"> • being fair, honest and respectful to others
I	Inclusive	<ul style="list-style-type: none"> • recognising, valuing and celebrating the differences between people
E	Empathy	<ul style="list-style-type: none"> • identifying with a customer's feelings and having respect for alternate points of view

Core Competencies	You are considered effective when you:
<p>Leadership</p> <p>- you lead by example and are a role model to others, providing clear direction to encourage, motivate and stimulate others to perform their best</p>	<ul style="list-style-type: none"> • Promote the vision and values of THCH • Link individual and team goals to strategic objective and priorities • Motivate, encourage and inspire the team • Recognise and celebrate achievements • Take responsibility for achieving results • Encourage and value feedback • Champion the change process • Respect difference taking account of individual needs
<p>Delivering excellent services</p> <p>– you work to understand the diverse needs of our customers, actively looking for better ways to deliver a quality service</p>	<ul style="list-style-type: none"> • Strive for excellence • Deliver value for money to customers • Plan for and use feedback from customers to determine their needs • Manage customer expectations • Take ownership of issues and problems • Ensure services provided are inclusive • Seek the help of others to get things done

	<ul style="list-style-type: none"> • Report on performance as required and compare with others • Seek and identify areas where greater efficiency and effectiveness can be achieved.
<p>Building relationships and working in partnership</p> <p>– you understand your impact on, and how to work with others, valuing the opinions of others and taking responsibility to build positive relationships</p>	<ul style="list-style-type: none"> • Build relationships internally and externally to meet objectives • Seek opportunities to work with others to create greater efficiencies • Share knowledge, ideas and lessons across team boundaries • Understand the benefits of working with others to achieve common goals • Build trust and rapport with people outside the team and other partner
<p>Communicating effectively</p> <p>– you adapt your style of communication with different people and in different situations to ensure mutual understanding</p>	<ul style="list-style-type: none"> • Communicate clearly and directly in a way that meets the needs of the recipient • Check understanding and re-present or information to correct any misunderstandings or mistakes • Ask the right questions in the right way to clarify meaning • Understand and work to reduce barriers to effective communication • Listen actively to others, understand and respond to key messages • Demonstrate openness in sharing information and keeping people informed

Updated: August 2021