

Major Projects Manager

Permanent, full time

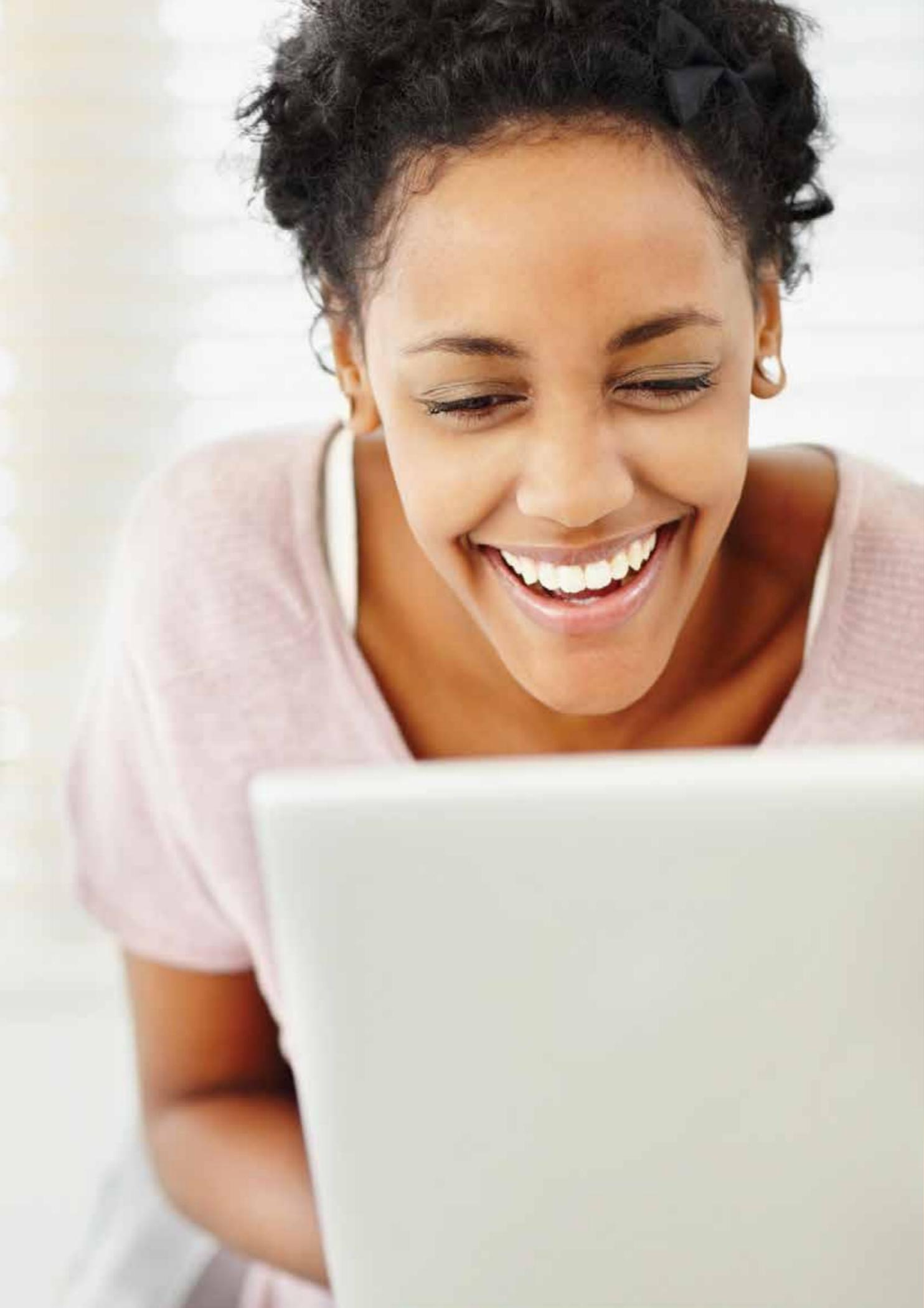
Competitive salary, based in London Bridge



wandle

working in partnership with

OCEAN EDGE
EXECUTIVE SEARCH



Thank you for your interest in Wandle...

This pack provides more details about the opportunity and our organisation, including why it is a great place to work.

We are based in London Bridge and we own and manage around 7,000 homes across nine South London boroughs.

We are an ambitious organisation, with big plans for the future. Our aims are simple:

- to provide excellent, value for money services to our residents
- to create places where people want to live and feel proud to call home
- to develop meaningful partnerships and develop more homes.

Now is a really exciting time at Wandle. We have an ambitious development programme thanks to our successful partnership working and we've made some major improvements to our approach recently including bringing our repairs service in-house and taking more services out to our communities.

But Wandle is about so much more than simply providing bricks and mortar. We want to become a ground-breaking social enterprise that offers many

extra benefits to the people in the communities where we work including supporting our residents to live healthy, fulfilled lives with access to training and employment opportunities.

However, our success and our plans for the future would not be possible without a terrific team of staff. It is our employees who drive the organisation forward and seek to ensure our residents receive the very best service. We believe in investing in our staff and we want to attract more great people to work with us.

This really is an exciting time to join us, and I wish you the best of luck in your application.

To apply for the role please email your CV to our recruitment partners Ocean Edge (email address: wandle@oceanedge.biz) no later than Friday February 13, 2015.



Alan Townshend
Interim Chief Executive





About Wandle

Wandle owns and manages around 7,000 homes across nine South London boroughs from our new head office in London Bridge – and we're still growing.

If you love challenge and change, you're in the right place. This is an exciting time to join us – the housing sector is transforming, and so are we. We have a big mission and vision and an amazing opportunity to deliver true social value in the communities we serve. Our aim is simple – to provide the very best services to our residents and to create great places where people want to live.

We predict that Wandle will look very different in five years' time and we think that makes for an exciting place to work. If, like us, you're commercially and customer focused, you could play an important role on our journey.

Wandle has a 40-year history of providing new homes and housing services. We started out in 1967 as Merton Housing Trust with the aim of contributing towards solving the homelessness crisis.

As time has moved on, we have grown and evolved, but we also remain committed to the core values of our founders to invest in and help shape the vibrant communities of South London.

While our core business is providing great homes and the best services, we are continuing to work towards our social mission and re-investing in our communities in a number of ways.

About the Asset Management team

This is a really exciting time to join Wandle's Asset Management team, as we strengthen our in-house capacity in preparation for delivering a significantly increased investment programme.

Our aim is for all of our residents to live in modern, decent, well-maintained homes – and it's our Asset Management team that makes that a reality. Responsible for all major and planned building works, mechanical and electrical works, as well as leading on our sustainability and energy-saving work, Asset Management is at the heart of Wandle's ambition for all our homes to be as good as the best.

For this to happen, we are stepping up our investment programme, boosting our in-house team to reduce reliance on contractors and consultants and now need exceptional people to help lead this work.



A great place to work

There's never been a more exciting time to join us.

We need bright, customer-centric individuals to help shape our future and change our customers' lives for the better. Here are some of the best reasons to join us...

A great working environment

We moved into our new offices in London Bridge in 2012 to bring the whole organisation under one roof in an open-plan, open-minded environment. We really are in the heart of London in a vibrant, inspirational and changing area, well-connected to London and the South-East, especially to the South London communities we work in.

Room to develop

We promote self-development so that you can build on your skills and knowledge. We do this by offering:

- Bespoke learning programmes to help you uncover new talents.
- Coaching and mentoring – learn from people who've been there and done it.
- Plus lots of other training events, courses and conferences.

Rewards to keep you happy

We offer a wide range of employee benefits to thank our staff for their hard work. Our popular benefits package helps us to attract, motivate and retain the very best staff.

Here are some of the great benefits you can look forward to:

- 25 days of annual leave per year
- Pension scheme with employer contribution of up to 6%
- 24 hour counselling and support services
- Season ticket loan
- Simply healthy – medical cover for our employees, their partners and up to four children
- Staff discount card (Buzz card)
- Training and development opportunities
- Fresh fruit Monday
- Flexible working options.

Respect for Equality & Diversity

Equality & Diversity is central to the way we work. We promote fairness and opportunity for both our residents and our staff. Join us and you can be sure that the services you're helping deliver are built around the demands of the diverse communities we serve.

Clear leadership

We've got a clear vision and mission, a passionate leadership team and have recently appointed a new Chief Executive. You'll get regular company-wide updates. If we're doing our job properly, you'll feel a true part of something bigger and understand how your hard work can help us to achieve our collective goals.

If you are determined, dedicated and passionate about delivering a great service you will fit right in! We look forward to your application.



Major Projects Manager

Permanent, full time

Competitive salary, based in London Bridge

Wandle owns and manages around 7,000 homes across nine South London boroughs.

We are an ambitious organisation, with big plans for the future.

We are looking for a talented Major Projects Manager to deliver Wandle's building investigation, remediation and investment programmes.

The role involves coordinating complex high-value projects to investigate and diagnose building defects, in order to ensure our current and future stock meets quality, risk and compliance issues.

The role is based in our Asset Management department, where you will head a team of technical staff focussing on design and building defects, major improvements and redesign of building services and related structural works.

This is an exciting opportunity to provide significant and meaningful influence on the design and specification of future new homes schemes to ensure our new properties are built to high standards.

You will:

- Be able to manage and motivate people, drive performance and resolve problems.

- Have solid experience of planning and managing complex projects, services and budgets, preferably building works and ideally within social housing.
- Possess a strong track record and knowledge of procurement for asset related services.
- Understand building contracts and contract management.
- Have excellent financial acumen.
- Be comfortable with producing written reports to a range of audiences including our Board.
- Feel passionate about improving customer satisfaction and value for money.
- Be educated to degree level, ideally with a professional qualification such as IOB, RICS or equivalent.

The recruitment process is being managed by our partners Ocean Edge Executive Search.

To apply visit please email your CV to:
wandle@oceanedge.biz
or call 023 8000 1153.

CLOSING DATE: Friday 13 February, 2015

To apply and for more details please contact our recruitment partners Ocean Edge Ltd

023 8000 1153

wandle@oceanedge.biz

www.tinyurl.com/oewandlemp

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Major Projects Manager

Job description

Reporting to: Head of Asset Management

Responsible for: Quality Control Manager
Other staff that may be assigned

Summary

The Major Projects Manager is directly responsible for the delivery of complex high value projects addressing significant quality, risk or compliance issues in existing and planned housing stock, focussing on major works projects of high value and significant risk. The role will involve the leadership of a small team including qualified technical staff and multi-disciplinary teams of specialists, in order to investigate and diagnose building defects and to specify and deliver complex programmes of remedial works, while ensuring that internal and external stakeholders are provided with appropriate, clear and concise information regarding these issues and projects.

The role holder is responsible for the delivery of Wandle's major building investigation, remediation and investment programmes and projects with particular focus on major design and building defects, major improvements and redesign of building services and related structural works. These must be delivered with consistent focus on the customer experience.

The role holder will also be responsible, working with other senior staff, for making recommendations regarding investment or dis-investment options arising from investigatory and project work, and for particularly close working with colleagues to ensure that risk and compliance issues are addressed throughout the life of a project. The role holder must be able to build and sustain relationships both inside and outside Wandle and ensure that the necessary support to ensure delivery is available from key stakeholders and partners.

Projects will be funded from both capital, revenue and potentially grant and similar resources, but in particular with a view to the potential for recovery via insurance, and where appropriate other potential sources.

The role holder will be accountable for the division's capital and revenue budget and people management.

Within this context the role holder is responsible for the risk, control and governance of the team and will be required to work and present reports and updates regarding projects at all levels within Wandle, delivering a leadership style that reflects a strong emphasis on project and contract management within an evolving and fluid works programme, demonstrating a high level of technical understanding and financial acumen.

The role holder will be responsible for achieving year on year evidence based and customer led improvements in customer satisfaction and improving value for money. The role holder will lead, motivate and inspire staff to develop a culture of excellence and contribute to the achievement of our company becoming an employer of choice.

The Asset Management department will work holistically and as such all roles will share collective goals and accountabilities for all elements of asset management. The role holder will work effectively with internal and external stakeholders to make this a reality contributing and where appropriate leading in the development of processes, technologies and systems that bring the company strategies to life, ensuring that these are in place not only departmentally but cross-organisationally.

The role holder will provide significant and meaningful influence on the design and specification of new homes schemes. This will ensure that new homes are built to be efficiently and effectively maintained through their full lifecycle. The Major Projects Manager will deliver this influence by establishing strong relationships across the organisation.

Responsibilities

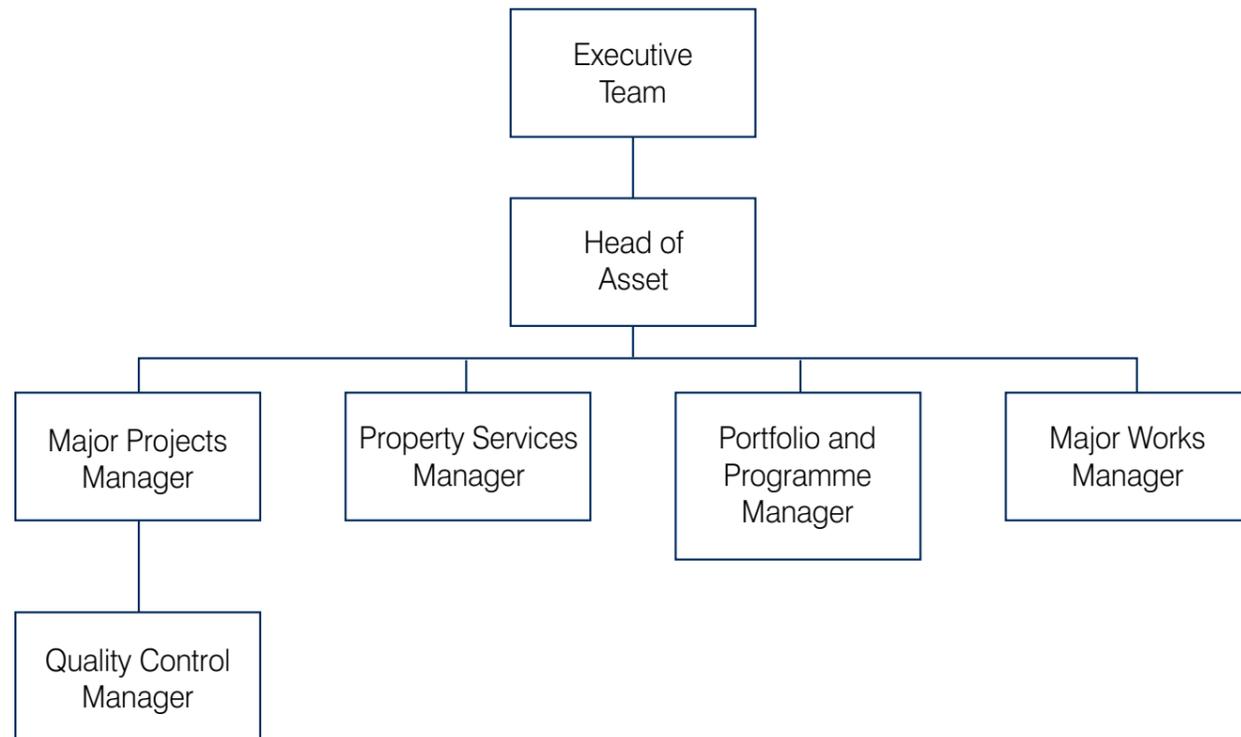
- To be the lead Senior Manager responsible for building defect and project work for Wandle, working effectively with all internal and external stakeholders and reporting directly where appropriate at a senior level.
- To manage and bring out the best in people and teams driving performance, celebrating great work and resolving problems when they occur, leading, developing and motivating the team to deliver effective and responsive services.
- To ensure that all significant building defects in Wandle stock are understood and identified and that the appropriate programmes of remediation are constructed and delivered in order to minimise risk to residents and to Wandle.
- To distill a wide range of specialist advice and on the basis of this make clear recommendations and where appropriate decisions relating to the management and delivery of complex, high risk and high value projects, and related investment and recovery options in a timely, clear and consistent manner.
- To ensure delivery of Wandle's most high risk and complex major projects and related programmes to time, quality and budget ensuring that the overall quality delivered meets resident expectations.
- Lead the team to ensure the procurement of projects as required in accordance with internal and external regulatory requirements.
- Effectively establish, work with and lead internal and external multi-disciplinary consultant and contractor and partnership teams to ensure delivery.
- To work with others to establish performance systems, standards and indicators to monitor progress in the delivery of projects and programmes and ensure that the necessary information is available to enable this, including clearly written reports to a range of audiences, including the Board.
- At all times to ensure that risk related to the work of the team is clearly identified and managed at an agreed acceptable level.
- To ensure effective contract management and administration on all projects and compliance with statutory and regulatory requirements, that performance standards are achieved and the necessary partnerships established.
- To work with colleagues and provide information where required to ensure that works programmes are fully populated and scoped to the required timetable.
- To ensure that appropriate preparation and planning to deliver programmes is in place prior to the start of the next financial year.
- To develop policy and procedures which relate to the delivery of planned and related works.
- Provide survey information and all specialist reports as required and work effectively with colleagues to ensure that adequate technical information is available to inform housing or portfolio management decisions and ensure that any opportunities for external funding or recovery are fully explored and exploited as appropriate.
- To provide other technical advice where required.
- To ensure that duty of care is exercised under the Health and Safety at Work Act and to become familiar with the relevant legislation and work in a safe way. Ensure that as a manager, responsibility is taken for personal safety and those of your team, working in collaboration with the Health and Safety Officer to minimise any potential risks.
- Provision of exemplar resident involvement in major works projects delivering a high level of resident influence and involvement and lead on resident consultation in relation to the technical elements of projects.
- To attend evening and weekend meetings where required and any other such duties as may from time to time be assigned.

Person specification

Criteria	
Education and Qualifications	<ul style="list-style-type: none"> Professional qualification e.g. IOB, RICS or equivalent, educated to degree level, preferably in RICS accredited degree or can demonstrate equivalent relevant experience with a minimum of an HNC in a building related subject. Degree level education or equivalent with GCSE Maths and English. Evidence of continuing professional development. High levels of numeracy and literacy.
Experience, knowledge, understanding	<ul style="list-style-type: none"> Experience of planning and managing complex and high risk projects, services and budgets, preferably building works and preferably within social housing. Strong and evidential track record and knowledge of complex procurement for asset related services, particularly major remedial works involving recovery of costs and contractual disputes, and an understanding of modern methods of procurement including OJEU procedures. Knowledge of building contracts and a strong and evidential track record of contract management and administration and responsibility for projects with values in excess of £1m. Experience of managing multi disciplinary technically based services through contracted arrangements. Experience of financial assessment of property and modeling. Experience of delivering complex front line services to demanding customers in a customer focused environment. Detailed knowledge of modern building technologies.
Competencies – LEVEL 2 – Delivering Managers and senior officers	
Technical and Professional skills	<ul style="list-style-type: none"> Property assessment modeling techniques. Able to interpret and apply housing and environmental legislation with particular reference to planned and cyclical works delivery. Strong negotiation and influencing skills. Able to develop policies and procedures for building works and produce clear concise progress and status reporting. Strong contractual management skills. Strong budget management skills. Able to process and analyze complex data.
Customer Focus	<ul style="list-style-type: none"> Develops ways to measure customer satisfaction and takes steps to continuously improve satisfaction. Collaborates within the organisation to actively improve the service being delivered. Identifies short and long term customer requirements and provides solutions to meet or exceed these.
Ambition	<ul style="list-style-type: none"> Anticipates problems and takes steps to resolves them at the earliest opportunity. Actively seeks new ways of working. Is committed to going the extra mile to achieve results.
Problem Solving and Decision Making	<ul style="list-style-type: none"> Weighs up available information before making a decision. Considers the needs and views of others when making decisions. Show sound judgement based on logical and objective assessment of information. Decides when to refer problems upwards and when to use own discretion. Actively encourages interaction and ideas from others. Seeks imaginative and innovative solutions to a range of problems.

Working Together	<ul style="list-style-type: none"> Involves colleagues in decision making. Informs, consults, and influences others. Develops and sustains effective relationships, shares, and implements good practice with internal and external stakeholders. Gives and receives meaningful feedback.
Business Awareness	<ul style="list-style-type: none"> Demonstrates value for money in the services being delivered. Considers a range for internal and external factors when making decisions. Readily pursues opportunities for growth and diversification.
Leadership and Management	<ul style="list-style-type: none"> Ensures colleagues in the team are clear about expectations and objectives. Encourages and motivates others to achieve objectives. People Managers only - encourages, empowers and coaches others to deliver team objectives.
Additional Requirements	
Communication	<ul style="list-style-type: none"> Excellent verbal and written communication skills, able to tailor communication style to diverse audiences as appropriate. Able to clearly articulate the what, why, how and when for any situation. Represents Wandle's corporate view positively at all times. Adapts the tone of communications appropriately.
I.T.	<ul style="list-style-type: none"> A familiarity with specialist asset systems and the ability to utilise this for planning and analysis purposes. A sound understanding of MS Office including ability in MS Word, Outlook, Excel. An ability to use these and other systems to ensure that the major works programme is effectively monitored and controlled. Makes effective use of IT to keep and maintain customer and property records. Ensures that the team, individuals and self, use high quality IT solutions to drive forward the objectives of the company.
Governance	<ul style="list-style-type: none"> Regularly feeds in to the development of policies and procedures, making changes to bring about improvements or in response to emerging risks.
Health and Safety	<ul style="list-style-type: none"> Full compliance with health and safety, and other statutes relating to all tasks and responsibilities both at personal and corporate levels
Equality and Diversity	<ul style="list-style-type: none"> Ensures the Association's equality and diversity policy is adhered to in respect of both employees and customers
Other Requirements	<ul style="list-style-type: none"> Demonstrates total commitment to resident involvement/empowerment. Considers value for money implications of actions and decisions. Attends out of hours meetings and covers out of hours duty rota as necessary. Undertakes other duties as may reasonably be required. Ensures that local and corporate KPIs are met that support the strategic objectives of the company.

Structure chart



To apply please email your CV to:

wandle@oceanedge.biz
023 8000 1153

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