



JOB DESCRIPTION

POST:	Programme Manager
DEPARTMENT:	Investment & Compliance
REPORTING TO:	Head of Investment & Compliance
RESPONSIBLE FOR:	Project Delivery Surveyors, Minor Works Surveyor, Disabled Adaptations Surveyor
GRADE:	7

ORGANISATIONAL CONTEXT:

This role sits in the Asset Investment Team within the Investment and Compliance Department.

The role is responsible for the formulation, development, procurement and delivery of capital and revenue investment programmes, including minor works and disabled adaptations to BMSDCs housing and corporate assets.

MAIN JOB PURPOSE:

- To lead on the formulation and development of all relevant capital and revenue investment programmes, minor works programmes and disabled adaptation programmes, to ensure that statutory, regulatory, and strategic objectives are met.
- To lead on the operational delivery of all relevant capital and revenue programmes, minor work programmes and disabled adaptation programmes.
- Prepare detailed costings and budgets in-accordance with investment programme cycles.
- Ensure that all programmes are delivered in-accordance with contractual and budget requirements.
- Lead on the procurement and mobilisation of new contracts when required.
- Assist the Head of Investment and Compliance in the development of strategy and operational implementation.

DUTIES AND RESPONSIBILITIES:

- Contribute to the formulation and delivery of the corporate and assets strategies to ensure compliance with statutory and regulatory obligations and strategic direction / objective targets are met.
- Lead on the development of the investment programme cycles in collaboration with the Head of Investment & Compliance, the Asset Information Manager and Sustainability Manager to ensure compliance with statutory and regulatory requirements such as Decent Homes, the Social Housing Regulation Bill, and net carbon zero targets.

- Assist the Head of Investment & Compliance in the preparation of the 30-year programme to inform BMSDCs Strategic Business Plan.
- Liaise with relevant grant funding bodies to identify grant funding opportunities and maximise grant income.
- Prepare detailed costings and budgets in accordance with investment programme cycles, ensuring that grant funding is fully maximised.
- Monitor the delivery of all programmes against targets, including undertaking remedial action where required.
- Lead in monthly review meetings to monitor programme progress and financial spend, including forecasting future spend in line with budget expectations.
- Produce a quarterly outturn report detailing programme delivery against target / budget and any corrective action undertaken.
- Lead on the procurement and mobilisation of new contracts when required, ensuring contracts are procured in accordance with BMSDCs procurement requirements.
- Ensure that leaseholder service charge information is captured and circulated to the relevant department.
- Ensure that the disabled adaptation waiting list is maintained.
- Ensure that disabled adaptations works are delivered in accordance with target and budget provisions.
- Ensure scheme appraisals are undertaken for refurbishment and regeneration projects.
- Assist in “horizon scanning “and the development of service plans to ensure the service meets current and future statutory, regulatory, and best practice requirements.
- Manage a team of specialist staff in the delivery of the asset investment service, including ensuring they possess the required capabilities to discharge their roles and responsibilities.
- Operational implementation of all related strategies, policies and procedures including ensuring compliance with statutory, regulatory, and best practice requirements.
- Ensure contracts are in place with all service providers and monitor the delivery of such contracts in accordance with BMSDCs contract management framework.
- Deliver a customer centric service that provides high levels of customer satisfaction.
- Ensure resident consultation and liaison is undertaken for all relevant programmes.
- Liaise with contractors when necessary and ensure that their day-to-day activities are monitored to ensure compliance with programmes, target dates etc.
- Ensure complaints, MP enquiries and Counsellor enquiries are dealt with in accordance with BMSDCs policies and procedures, including carrying out complaint root cause analysis and undertaking corrective action to prevent any reoccurrence.
- Liaise with internal and external auditors, including undertaking any corrective action when identified.
- Support the continual development of and implementation of IT systems.
- Produce reports as required, including presentation of such reports to a variety of audiences.
- Contribute to and comply with all relevant policies and procedures.
- Keep abreast with all organisational changes and business developments.
- Assist in the training of new and existing staff members when required, in accordance with capability requirements.
- Ensure residents have a voice in shaping the services delivered by the team, including attending resident meetings etc when required.
- Attend Health & Safety groups as required.
- Undertake any other duties as requested.

Additional information

- a) Does this job require a DBS check? No
- b) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office.

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS	MEASURED BY:
The postholder must be able to demonstrate:	A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i>	
Degree in quantity surveying or related field. Member of Royal Institute of Chartered Surveyors (RICS). A full valid driving licence.	A
KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i>	
Demonstrable experience of working in an investment service area within social housing or a related sector. Demonstrable experience of leading a team in the delivery of capital and revenue work programmes. Demonstrable knowledge of analysing complex numerical information and property data. Demonstrable knowledge of statutory, regulatory, and best practice requirements in relation to asset investment work. Demonstrable knowledge of contract law, building construction and regulations. Demonstrable experience of managing multiple contracts and sustaining long term relationships, preferably within a contract management framework. Demonstrable experience of procuring and mobilising contracts. Experience of setting up, sustaining, and working closely with resident groups. Excellent IT skills including a good working knowledge of Microsoft	A / I

office.	
SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
<p>Highly developed numerical and data analytical skills. Excellent verbal and written communication skills. Excellent contract management skills. Excellent project management skills. Highly effective decision maker. Ability to explain complex numerical and technical data to colleagues and stakeholders in plain English. Able to analyse complex data and produce reports. Methodical and organised approach to planning, implementation and record keeping. Able to work effectively within a multi-disciplined team. Able to communicate effectively at all levels in a manner relevant to the audience. Able to build effective relationships with internal and external customers. Able to operate independently representing a specialist area. Able to prioritise conflicting demands when under pressure. Able to consider and show respect for the views and opinions of others. Willingness to undertake training to meet changing needs.</p>	
BEHAVIOURS Behaviours will be tested at interview against the Council's values (further detail below)	
<p>Empowering, valuing and developing our people Valuing our customers Being open and honest Taking ownership Being ambitious</p>	I/TP
EQUALITY AND DIVERSITY	
<p>Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).</p>	AI



Our Values

...we believe in



OUR CUSTOMERS

BEING AMBITIOUS

TAKING OWNERSHIP

BEING OPEN and HONEST

OUR PEOPLE



We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.