

Head of Project Delivery

Our
Vision

We provide
excellent
services to
customers

and build
new homes
to help more
people.

We make
sure our homes
are safe and
sustainable

and strive to do
more by making
the most of our
resources.

About Paradigm Housing Group

Paradigm Housing Group is one of the South East's leading housing providers. We manage around 17,000 homes across 30 different local authorities.

At Paradigm, we work hard and strive for excellence. In return we offer a great place to work and an attractive range of benefits, including a Health Cash Plan, bonus potential, a competitive pension scheme and 25 days holiday plus 3 days closure at Christmas.

We welcome applications from all sections of the communities we work in.

Our Values

Safer Together

The safety of our customers, colleagues and ourselves is a priority in everything we do.

- Putting safety first •

Driving Improvement

We seek to do things better and deliver value to our customers.

- Commercial and financial awareness • Change and innovation • Delivery focus •

Being Clear

We will communicate in a clear and consistent manner so that our customers, colleagues and stakeholders understand the high standards that we work to.

- Managing information • Communication • Planning and organisation •

Acting thoughtfully

We make ourselves aware of our customers' and colleagues' circumstances and consider this thoughtfully and respectfully, and with attention to the impact on the environment when taking action.

- Involvement and inclusion • Customer focus • Integrity and respect •

Working As One

We work collaboratively with others and take personal responsibility for delivering outcomes for our customers, colleagues and stakeholders.

- Teamwork and collaboration • Developing self and others •

PARADIGM HOUSING GROUP LIMITED JOB DESCRIPTION

POST:	Head of Project Delivery
REGULAR CONTACTS:	Executive Board and Committee members; external house-builders, contractors and consultants; Homes England; Local Authority partners; customers and colleagues within PHG
RESPONSIBLE TO:	Assistant Director of Development Delivery
DIRECT REPORTS:	Senior Development Managers, Development Managers, Development Officers, Development Support Assistant
JOB PURPOSE:	<p>Responsible for managing and motivating the Delivery Team on all aspects relating to the development of the new homes in delivery, be that land-led, package deal, joint venture and S106 projects.</p> <p>To lead successful project and contract management to deliver the key metrics of time, cost, quality and compliance, ensuring schemes are developed for the Business in line with both external requirements and PHG's processes, standards and governance.</p> <p>To oversee and manage the appointment and performance of a range of professional advisors, including via Paradigm frameworks.</p>

KEY ACCOUNTABILITIES:

- Lead, develop and manage the Delivery Team delivering developments that are on-site through to contract close. Assign workloads within the Team based on skill, experience and ability, making sure projects have appropriate resource. Act as a point of escalation for the Delivery Team reviewing and approving their work.
- Ensure that projects are established and well managed in accordance with an agreed project management regime and in accordance with contractual arrangements. Ensure all works and services are properly procured; and that the requirements of PHG's standing orders are fully met, including ensuring schemes are risk managed and appropriately handed over to others within the Business.
- Play a key role in the development and operational management of processes, procedures, frameworks and other development systems. Champion and develop the development delivery processes to enable strong engagement, handover and compliance for the Business. Promote active project management of schemes including the effective management of Employer's Agents and Clerk of Works, to ensure a high quality product and documentation is provided to the Business.
- Be accountable for the overarching programme management of the Team's work, taking responsibility for accurate forecasting of spend and delivery of homes. Play a key role in monitoring and interpreting the individual performance and risks of schemes within the context of the overall development programme, to ensure that the delivery of the new homes meet the aims of PHG's Development Strategy and Business Plan.

- Manage and oversee schemes to ensure they are delivered on programme, within cost and to required quality standards, and that homes are handed over to the Business in a comprehensive, consistent and coordinated manner. Monitor and manage value for money with a view to total lifetime costs.
- Provide and promote good communications with other internal teams, and effectively manage data transfer for new homes, ensuring internal business systems are updated including the housing, asset management and finance systems. Liaise closely with other teams including Sales, New Business, Finance, Neighbourhoods and Lettings Team.
- Work collaboratively with the Design & Quality and Aftercare teams to ensure an effective post-handover service is provided, and that all defects are correctly identified and resolved in a timely manner. Where necessary, lead on allocated customer complaints and overseeing through to conclusion.
- Work closely with and provide advice to the New Business team on future / potential schemes, reviewing pre-contract works, procurement and the appointment of key consultants such as Employer's Agents, so acting as a proactive and expert 'client'.
- Work alongside Finance colleagues, ensuring the Delivery Team are managing the financial performance of schemes including payments, cash-flowing, monitoring the financial performance of schemes, scheme budgets and financial closedowns.
- Ensure implementation of and adherence to all Construction Health and Safety policies and legislation, working with the Design & Quality team to report as necessary to the Project Assessment Group, Investment Committee and Board.
- Manage Paradigm's Employer's Agent framework, ensuring that it is set up correctly; monitor KPI targets and manage any matters that are veering off-course; ensure Governance arrangements are being adhered to; and, if necessary, lead the re-procurement of a new framework.
- Ensure agreed performance targets are met or exceeded and, if at risk of not being achieved, propose alternative mitigations for consideration and, if approved, implemented.
- Ensure effective monitoring of all development projects is undertaken, and that monthly reports are submitted via the Assistant Director of Development Delivery to Executive Board, Project Assessment Group and/or Investment Committee, in accordance with approved Terms of Reference.
- Provide technical construction expertise to the Directorate, with ability to review, interpret and challenge solutions portrayed by contractors / consultants via working drawings, employer's requirements, contractor's proposals and to challenge where necessary solutions proposed by consultants, developers and contractors.

LEVEL OF AUTHORITY

- Programme delivery and handover to the business of circa 400 homes per annum, in line with scheme approvals and agreed process and procedures.
- Day to day management of the Delivery Team.
- Authority to drive and influence all aspects of the development delivery functions.
- Day to day management of the Employer's Agents framework.

REQUIRED OUTCOMES OF THE POST

- Develop the Delivery Team into a high performing, forward-looking function based on sound, consistent and embedded commercial disciplines and processes. Identify opportunities for improvement and efficiencies whilst driving a continued culture of delivering quality homes to the Business.
- Develop the Team to be customer and stakeholder-focused, great contract managers, understanding of the bigger financial picture; and working collaboratively with colleagues across the Business, whilst being ambassadors for Paradigm.
- Provide assurance around the management of contracts and delivery, both at an individual scheme level and across the wider programme.
- Delivery of high quality and compliant homes in accordance with the Development Strategy and annual budgets.
- Working with colleagues, achieve high and on-going levels of customer satisfaction through minimising outstanding snagging at practical completion, seeking to minimise defects with our homes. This includes ensuring SLAs with the likes of contractors are managed in order to improve customer satisfaction thereby reducing complaints, targeting quality improvements and focusing on customers / stakeholders.
- Effective management and monitoring of the Employer's Agents framework.

PERSON SPECIFICATION

(E = Essential / P = Preferred)

- A relevant degree and/or qualification relating to building, housing or planning (E)
- At least eight years' experience of delivering diverse property development programmes in a similar commercial environment (E)
- Knowledge of the Social Housing Sector, in particular a clear appreciation of the legislative, regulatory and financial context that RPs operate in when delivering new affordable homes (E)
- An ability to inspire, develop and motivate a team and create a culture of effective collaboration across the business (E)
- Experience of positively influencing others to achieve desired outcomes (E)
- Experience of establishing effective systems and processes of control, reporting and project management and ensuring that these are implemented, adhered to and kept up to date with best practice and learning outcomes (E)
- Demonstrable experience of leading complex developing schemes and of coordinating a portfolio of diverse projects managed by others. (E)
- Able to evidence a substantial track record of negotiating and successfully delivering a range of difficult property development contracts (E)

- Evidence of skills and knowledge in relation to property and contract law, financial appraisal and the analysis and mitigation of risks associated with a development portfolio (E)
- Excellent and effective communication skills (verbally and in writing), being able to communicate with all levels of the business and a diverse range of external contacts (E)
- Numerate, entrepreneurial and having clear commercial acumen (E)
- Strong presentation skills with demonstrable experience of presenting scheme proposals to Boards and Committees (E)
- Highly organised with demonstrable experience of successfully managing conflicting priorities to challenging deadlines (E)
- Driving Licence (E)
- Membership of relevant professional body e.g. CIOB, RICS (P)
- NEBOSH or equivalent Health and Safety qualification (P)