

Role Profile

Planned Works Manager

Base Location: Agile
Responsible to: Head of Planned Works
Responsible for: Planned Works Surveyors
 Senior Customer Liaison Officer
 Planned Works Administrators

Purpose of the Post

The Planned Works Manager will lead the delivery of planned works programmes. They will be responsible for managing a team of surveyors, officers, and administrators to ensure high-quality delivery of projects, compliance with regulations, and alignment with the organisation's strategic objectives.

The role requires exceptional project management, leadership, and stakeholder engagement skills to ensure programmes are delivered on time, within budget, and with a strong focus on customer satisfaction.

The role will directly influence the quality of homes and the customer experience, contributing to the organisation's mission to provide high quality, healthy homes for all.

Core Responsibilities

Programme Leadership and Oversight

- Oversee the development, planning, and delivery of planned works programmes, ensuring they align with organisational objectives and regulatory requirements.
- Lead on the delivery of component replacement programmes, such as kitchens, bathrooms, roofing, windows, and doors.
- Lead on the delivery of retrofit and energy efficiency works, including funded programmes, decarbonisation initiatives, and compliance with PAS 2035 standards.
- Monitor the overall performance of programmes, identifying risks and implementing strategies to address them.
- Manage multiple, large-scale programmes with values up to £10m, requiring exceptional financial acumen and the ability to navigate complex stakeholder environments.
- Play a key role in identifying and implementing innovative solutions and industry-leading practices to improve programme delivery, efficiency and sustainability.

Stakeholder Engagement

- Act as the key point of contact for stakeholders, including contractors, consultants, and funding bodies.
- Work closely with the Asset Strategy Team to ensure programmes are aligned with stock condition data and organisational priorities.

- Build strong relationships with internal and external stakeholders to facilitate smooth delivery of works.

Customer Focus

- Ensure a strong emphasis on customer communication and engagement throughout programme delivery.
- Collaborate with Customer Liaison Officers to address customer concerns and minimise disruption caused by works.

Budget Management

- Manage budgets for planned works programmes, ensuring effective cost control and value for money.
- Attend monthly budget account meetings, providing updates on financial performance, including expenditure, variances, and completed works against planned targets.
- Work closely with the Asset Operations Quantity Surveyor to ensure accurate cost planning, effective contract management, and value for money across all planned works programmes.
- Participate in regular reviews of project budgets, financial forecasts, and contractor performance to ensure alignment with organisational objectives.

Compliance and Reporting

- Ensure all works comply with relevant legislation, building regulations, and organisational standards.
- Provide regular reports on programme progress, risks, and performance to the Head of Planned Works and senior management.
- Use asset management and project management systems to track and record programme progress and provide accurate reporting.
- Lead on procurement of contractors, manufacturers/suppliers and consultants for planned works programmes, ensuring compliance with organisational procurement policies, frameworks, and relevant regulations to achieve value for money and high-quality delivery.

Funding and Innovation

- Ensure compliance with funding requirements, such as SHDF/Warmer Homes Fund, and oversee the successful delivery of funded programmes.
- Stay updated on industry innovations and best practices to apply innovative solutions and maximise efficiency in project delivery.

Management Responsibilities

- To provide effective leadership and to motivate team members to achieve high levels of performance and customer satisfaction.
- To lead, support and coach colleagues and to conduct quarterly coaching conversations ensuring appropriate training and qualifications are in place.
- To conduct regular team meetings and brief team members on all corporate communications.

- To implement People & Talent policies and procedures in relation to the management of the team, including recruitment and induction, managing attendance and employee relations.

Corporate Responsibilities

- To deliver high levels of customer services and be an advocate for MSV's WOW standards
- To take a flexible approach to service delivery and be willing to undertake other reasonable duties to meet business needs.
- To comply with and positively contribute towards MSV's vision, policies and corporate standards including health and safety, safeguarding, equality and diversity and customer service.
- To apply the principles of data protection and always maintain the confidentiality, integrity and accuracy of the Group's data.
- To support individual and other colleagues' health, safety and wellbeing.
- To represent the Group in a professional manner internally and externally.
- To attend relevant training and learning and development opportunities as required
- Any other reasonable duty as may be required.

Person Specification – Planned Works Manager

A – Application	I – Interview	C – Certificate	T - Test
Criteria	Essential/ Desirable	Method of Assessment	
Appropriate Professional Qualification			
Professional qualification in building surveying, construction management, or a related field (e.g., HNC, BSc Hons, CIOB, or equivalent).	E	A	
Level 5 Retrofit Coordinator qualification	D	A	
Evidence of and commitment to continual professional and personal development	E	A	
Full driving licence and willing to travel across the Northwest	E	A	
Experience and Track Record			
Proven track record of managing large-scale planned works programmes, including projects ranging from £250k to £10m in value.	E	A/I	
Demonstrable experience leading diverse teams, including surveyors, liaison officers, and administrators, to deliver high-quality results.	E	A/I	
Significant experience managing budgets, including cost control, forecasting, and reporting, to ensure financial performance meets organisational targets.	E	A/I	
Experience procuring and managing contractors and consultants in compliance with procurement frameworks and regulations.	E	A/I	
Previous success in stakeholder engagement, building strong working relationships with internal teams, contractors, and external bodies.	E	A/I	

A strong track record of delivering decarbonisation and retrofit projects, including compliance with funding programmes such as SHDF.	D	A/I
Experience of working with Quantity Surveyors to ensure effective cost planning and contract management.	D	A/I
Knowledge and Skills		
Comprehensive knowledge of building regulations, construction methods, and health and safety legislation.	E	A/I
Strong understanding of planned preventative maintenance, component replacement, cyclical maintenance, and retrofit works.	E	A/I
Knowledge of PAS 2035 standards, retrofit coordination, and energy efficiency improvements.	D	A/I
Familiarity with funding streams such as SHDF, ECO, or similar, and the associated compliance and reporting requirements.	D	A/I
Proficient in using asset management systems and project management tools to monitor and report on programme progress.	E	A/I
Excellent leadership, communication, and negotiation skills, with a customer-focused approach.	E	A/I
Ability to manage complex projects with competing priorities while ensuring quality and efficiency.	E	A/I
Analytical and problem-solving skills, with a proactive approach to risk management.	E	A/I
WOW Customer Service Standards		
Demonstrate effective communication skills with a range of people ensuring delivery is professional.	E	A/I
Demonstrate effective listening skills and able to respond with kindness and compassion.	E	A/I
Show respect to all internal and external stakeholders.	E	A/I
Take accountability to serve the customer in the required service level agreement.	E	A/I
Demonstrate understanding and empathy with the needs across diverse groups and individuals.	E	A/I
Demonstrate a positive attitude and an excellent customer focus to contribute to great customer service.	E	A/I
Personal Characteristics		
Demonstrates high levels of motivation and resilience combined with enthusiasm, commitment and a curious, inquisitive approach to challenge and seek continuous improvement.	E	A/I
Takes ownership of problems and challenges faced, focussed on achieving positive results	E	A/I
Uses own initiative and work independently to solve problems	E	A/I
Understanding of the need for confidentiality	E	A/I
Committed to Equality and Diversity	E	A/I
Shares the MSV values	E	A/I