

Role profile

Job Title:	Capital Project Manager	Grade:	12
Department:	Housing Asset Management	Post no.:	64730
Directorate:	Housing & Environment	Location:	Perceval House

Role reports to:	Capital Investment Delivery Manager
Direct reports:	N/a
Indirect reports:	Clerk of Works 2 x, Resident Liaison Officer x 2, Contract / non-direct staff through partners to deliver planned works programmes

Job description

Purpose of role

- The role of the Capital Project Manager is to assist in the delivery of effective project and contract management to ensure capital investment, building safety remediation, and retrofit sustainability projects are delivered safely, on time, and within budget, while ensuring 100% compliance with statutory obligations and regulatory undertakings.
- To support the Capital Investment Delivery Manager in customer engagement activities to ensure excellent levels of customer service to both external and internal customers.
- To assist the Capital Investment Delivery Manager with the commercial aspects of projects, including collating Task Orders, Valuations, and Final Accounts.
- To work with internal and external teams, acting as a technical assistant where appropriate to deliver projects and support the arrangement and running of Pre-Contract, Pre-Commencement, and Progress Meetings.
- To support the management of service partners to deliver the planned works programme, ensuring contract compliance, value for money, and excellent quality.
- To ensure compliance with health and safety legislation, regulations, and the council's LBE's health and safety policies and processes.

Key accountabilities

- To ensure work is delivered safely in compliance with legislation, regulations, and council policies.
- To ensure customer service and satisfaction targets are met or exceeded.

- To successfully deliver the annual investment programme.
- To ensure contract conditions are met, value for money is achieved through the price framework, and customer service is delivered effectively.
- To ensure compliance with health and safety legislation, regulations, and council's health and safety policies and processes.
- To handle complaints and other tasks effectively and in a timely manner, maintaining accurate records and using feedback to drive service improvement.
- To provide detailed reports that offer reassurance of project delivery, value, and customer satisfaction.
- To be responsible for delivering work on-site, reviewing the work, and dealing with customers and contractors.
- To support the management of service partners to ensure contract compliance, value for money, and excellent quality.
- To deliver excellent levels of customer service to both external and internal customers.
- To work with the capital investment team to contribute to budget and programme setting and to proposals for scheme reinvestment and redevelopment.
- To set, monitor, and review performance standards and key performance indicators.
- To support the arrangement and running of Pre-Contract, Pre-Commencement, and Progress Meetings.
- To collate Task Orders, Valuations, and Final Accounts.
- To act as a technical assistant where appropriate to deliver projects.
- To engage with stakeholders to ensure project objectives are met.
- To identify opportunities for continuous improvement in project delivery and customer service.

Key performance indicators

The key performance indicators for this role include delivery of statutory, local performance indicators and service level agreements such as:

- Delivery of statutory and local performance indicators set in the Housing Asset Management Strategy and departmental operational plans
- Tenant Satisfaction Measures and Consumer Standards
- Delivery of Rebuilding the Housing Service Programme improvement projects within agreed timeframes and budgets

Key relationships (internal and external)

- Capital Investment Delivery team
- Housing Assets and Investment team including Commercial Manager, Quantity Surveyor, Building Safety and Compliance, Performance & IT/Data teams
- Council approved consultants and contractors
- Residents
- Council wide colleagues e.g. Commercial hub, Legal, Corporate Health and Safety, Building Control, Planning, Finance, ICT, HR, Audit, Comms.
- External stakeholders e.g., London Councils, Greater London Authority, peers in other London Councils

Authority level

- Adherence to health and safety policies and procedures
- Project work
- Contract management

Additional Requirements

- Any other duties appropriate to the post and grade

Person specification

Community and partnership working are essential for all roles.

A commitment to Equality, Diversity and Inclusion (EDI) and ensuring Health and Safety at Work for everyone working at Ealing Council is essential for all roles.

Essential knowledge, skills, abilities and experience

1. Demonstratable experience in project and change management to manage and deliver projects successfully.
2. Extensive experience in a similar role managing projects within an Asset Management environment.
3. In-depth understanding of Building Regulations, planning requirements, property compliance, health and safety, and housing law (including the Building Safety Act 2022) and familiarity with the Decent Homes Standard and Lettable Standards.
4. Experience in working collaboratively and effectively within a matrix structure to ensure effective team performance and successful project delivery.
5. Strong commercial acumen with a focus on continuous improvement and value for money.
6. Excellent written and verbal communication skills, along with proficiency in ICT.
7. Proven ability to set, monitor, and review performance standards and key performance indicators.
8. Knowledge and experience of CDM Planning, Principal Designer, and client duties.
9. Understanding of contracts, tender agreements, and procurement processes, and working with utilities providers, including understanding their drawings and service details.
10. Proficient use of using computerised Asset Management Systems.
11. Experience in identifying and understanding building maintenance terminology, repair activities, and building defects in various construction types e.g. solid, traditional, timber frame.
12. A collaborative team player with a positive attitude, dedicated to fostering an inclusive work environment and achieving excellent outcomes for all residents.

Essential qualification(s) and professional memberships

- Currently holding or actively working towards a Level 3 qualification (or equivalent) in a specialised Building/Construction discipline or demonstrating a willingness to undertake further development.
- Membership or Associate status with a relevant professional body such as the Chartered Institute of Housing (CIH), Royal Institution of Chartered Surveyors (RICS), Chartered Institute of Building (CIOB), Institution of Engineering and Technology (IET), Chartered Institution of Building Services Engineers (CIBSE), Institute of Workplace and Facilities Management (IWFM), or Institution of Fire Engineers (IFE) or a willingness to obtain it.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards