

Job Code: Senior Project Manager (Refurbishment)

Reporting to: Operations Manager (Refurbishment)

Purpose: Accountable for project delivery of multiple major planned maintenance contracts. To ensure the overall successful delivery of refurbishment projects, managing a large team of direct and subcontract staff. Delivering quality for Lovell and our Clients in line with all company H,S&E policy's and current legislative requirements.

Achieving Results

- Manage the operational delivery across multiple projects within agreed budgets, objectives and output targets
- Achievement of Service Delivery Cornerstones
- Manage progress on site against programme and deal with any performance issues proactively
- Ensure highest quality is achieved across all sites
- Ensure good presentation of the site/unit, premises, vehicles & staff
- Effective Cost Control, manage expenditure against budget eg prelims/plant cost
- Effective Customer Liaison monitor customer survey results including both Client and resident feedback
- Timely completion of post contract defects & achieving MGD certification
- Ensure maximum productivity of sub contract and direct operatives to maximise profitability for the business.
- Develop and maintain good levels of communication with all contract team members (internal & external), Clients and residents. Support, manage & maintain all relationships throughout the project
- Develop good working relationships with client representatives
- Implement Lovell policies, standards and initiatives
- Act as a visible focal point for your site staff, operatives & sub contractors
- Motivate your team to deliver excellent results
- Collaborate with the client, industry bodies, other supervisors and colleagues in the area to develop best practise and implement change. Listen to operative feedback and ensure this is fed back to your manager.
- Motivate people by showing you notice everything that goes on and keeping them informed of performance, targets and changes
- Learn from your experiences
- Pre-start co-ordination and pre-contract planning for specific projects
- Support bids and produce programmes, prelim books and Traffic Management Plans

Managing the Process

- Review staffing levels, recruit new members of staff as required. Arrange inter-site transfers, arrange any necessary training, motivate and lead the project teams
- Ensure that site expenditure remains within budget
- Ensure that Company procedures, and current safety legislation is adhered to
- Co-ordinate pre-start activities to ensure that pre-start proposals are practical and economic
- Constantly monitor site production levels and take all necessary steps to ensure programmes are met/Client spend is achieved
- Ensure the customer journey is positive across all projects by supporting customer service/resident liaison teams. Focus on positive communication, production of good literature and adoption of CRM consistently across all sites.
- Monitor the progress of post contract maintenance, retention/bond/MGD release retrieval and road and sewer adoptions where applicable
- Health and Safety - All employees have a statutory duty to look after their own safety and to have due consideration for the safety of others. Employees also have specific responsibilities as set out in the Company Health and Safety Policy
- Equality & Diversity - All employees must comply with the Company Equality and Diversity Policy, ensuring that at all times behaviour is fair and non-discriminatory
- Support the commercial/technical and customer care team when required with technical support/advice
- Assist bid teams with tender submissions as required
- Assist with and support new initiatives, products and innovation within the region
- Cultivate relationships with all external stakeholders
- Manage operational service delivery and productivity through business systems and process to achieve high levels of performance.
- Effective management of operatives, providing support on processes and technical problems raised, ensuring suitable resolution.
- Compliance with H&S, CDM & LIMS produce construction Phase H&S Plans, ensure all RAMS in place and statutory notices in place.
- Work with commercial team to procure packages, manage prelims expenditure and provide operational information required.
- To ensure the satisfactory resolution of client and resident issues relating to all aspects of the contract.
- Assist with/manage Out of Hour co-ordination, minimising requirement and impact of service
- Ensure LIMS the Lovell Management system is fully adhered to, and ISO registration is maintained.
- Ensure all site teams are keeping records up to date on P+, CRM and compliant with LIMS processes.
- Ensure site teams are undertaking daily inspections of all works in progress to ensure quality, H&S and other project requirements are met

Service First

- Develop and maintain productive relationships with the Client & Customers
- Ensure all operational staff understand the importance of customer service and adhere to Service First principles at all times
- Promote a clear focus on quality assurance, service accessibility and responsiveness, maximising client involvement and feedback
- Represent the company to its Clients, chairing meetings, acting responsible and professionally, producing accurate reports that reflect progress on site.
- Attend regular review meetings with clients to report on performance and service delivery
- Promote the profile of Lovell
- Ensure Quality Control audits are made available for client reviews

Delivering Quality

- Ensure all works completed meet with Company, Client specification and industry quality standards, including the carrying out of periodic quality inspections as necessary across all projects.
- To ensure quality, H&S ensuring robust inspection regimes.
- Support and guidance in ensuring corrective actions are closed in set timescales
- Deliver technical updates
- Produce and oversee project works programmes. Monitor progress vs time and ensure budgets are managed tightly.
- Performance manage in accordance with the Lovell HR policy direct reporting staff
- Facilitate weekly operative and sub contract meetings along with monthly Project Meetings and Client site meetings.

Managing People

Monitor and Feedback on Performance

- Manage a large multi-disciplined team across multiple projects
- Carry out annual and interim Performance & Development Reviews
- Control attendance and complete weekly attendance records
- Identify and act on performance shortfalls or training requirements that may arise during the year

Comply with Lovell Policy and Employment Legislation, relating to;

- Recruitment
- Induction
- Discipline & Grievance
- Health, Safety and Welfare
- Absence Management

Regularly Communicate

- Produce monthly reports ensuring strict compliance with LIMS/P+
- Carry out daily / weekly / monthly communication with team
- Support and deliver technical updates

Give and Receive Feedback

- Regularly discuss individual and team progress through one-to-one's
- Manage and monitor work outputs against programme and spend profile - taking proactive action where required.

Support Learning and Development

- Support staff to enable development in line with their PDP
- Encourage progression towards full professional membership, where appropriate

Technical Skills and Knowledge			
	Basic	Intermediate	Advanced
Planning and programming			
Experience in wide variety of planned maintenance projects, sound building knowledge			
Detailed knowledge of Building Regulations			
Knowledge of high-rise construction, projects, fire safety & cladding			
Knowledge of good trade practice			
Knowledge of Health & Safety Regulations			
Specific experience in developing PMPs, compliance with CDM, understand temporary works procedures, good asbestos knowledge			
Experience in managing customer care/resident liaison function			
Microsoft Word, Excel, Outlook, Project & Teams			

Training Matrix

A training matrix for this role, which includes all the compulsory training which is required, is published on the People Development site on INSITE. Full course descriptions explaining the content of these courses are also available on INSITE.

- PAVES - 2 years review
- CITB Temporary Works Coordinator Course - refreshed every 3 years

- CSCS card
- DUST Minimum Standards Briefing and Face Fit Awareness
- IOSH - 5 yearly renewal
- 'So When Can you Start?' - Recruitment Training
- Scaffold Inspection
- Customer Journey Training
- ELearning: HR, Sustainability Awareness, Asbestos Awareness, Sharps Awareness, Manual Handling, Customer Care, Considerate Constructors (all modules) - Within 6 months
- Project Plus - overview on induction, followed by job specific detailed briefing
- LIMS Procedures and Standard LIMS Forms Briefing
- MS Project Programming
- Asbestos Awareness
- Business Policies
- Diversity in The Workplace
- Demolition Policy Course
- First Aid Training
- Driver Training
- Extension of Time Training

Optional

- NHBC Managing Timber Frame Construction
- Fire Marshal for Timber Frame Construction