

Decants Project Manager

Person Specification

| What are we looking for? | | How will we check if you have it? |
|-----------------------------|--|--------------------------------------|
| Experience | <ul style="list-style-type: none"> You have Project Management experience in the delivery of large and complex works programmes You have spent some time successfully delivering results in a customer service delivery role You have experience in working with Residents during challenging circumstances You have spent some time successfully delivering results in void and re-let processes or a housing management setting You have experience in Budget Management, report writing for senior executive members | Application form, test and interview |
| Knowledge and Skills | <ul style="list-style-type: none"> You understand social housing rented sector or the private rented sector You are able to use a range of IT packages to support your work and are willing to learn to use new ones as required Effectively case manage and work independently | Application form and interview |
| Core Competencies | Leadership <ul style="list-style-type: none"> Able to motivate, involve and develop a team who work closely with other departments in Newlon as well as residents and benefit providers | Application form and interview |
| | Customer Focus <ul style="list-style-type: none"> You demonstrate empathy with the needs of residents and a genuine commitment to resolving issues as far as possible to their satisfaction | Application form and interview |

| | | |
|--------------------------|---|--------------------------------------|
| Core Competencies | Communication <ul style="list-style-type: none"> You have effective written and spoken communication and a track record of successfully representing your organisation with residents or customers You have the ability to write Board Papers, Works Specifications and ability to communicate with a wide range of external stake holders. | Application form, test and interview |
| | Working with others <ul style="list-style-type: none"> You are able to work across teams and departments to deliver excellent customer service Be able to develop positive relationships in order to meet targets and goals of team Work with 3rd Party Organisations to ensure that temporary and permanent transfers are managed effectively and turnaround times are adhered too. | Application form and interview |
| | Innovation <ul style="list-style-type: none"> You look for creative ways of improving what you do to meet the needs of customers and Newlon and to make processes more reliable, consistent and speedy. | Application form and interview |
| | Planning and organising <ul style="list-style-type: none"> You can use systems effectively to help you organise your work and achieve deadlines You can effectively manage multiple cases simultaneously | Application form, test and interview |
| | Achieving results and quality focus <ul style="list-style-type: none"> You have a track record of delivering results and achieving successful outcomes | Application form, test and interview |
| | Judgement and Decision making <ul style="list-style-type: none"> You are able to make sound decisions within the framework provided and know when to ask for assistance | Application form and interview |

| | | |
|--------------------------|--|--------------------------------|
| Core Competencies | Financial/Numeric Awareness <ul style="list-style-type: none"> • You can analyse information and use it to measure performance against targets • Ensure expenditure is within policy guidelines | Application form and testing |
| Mobility | This role requires you to travel from site to site where there is not always convenient public transport; if you do not have your own motor vehicle you will have to demonstrate how you will carry out this aspect of the role. | Application form and interview |