



## **JOB DESCRIPTION**

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|-----------------------|---|
| <b>JOB TITLE:</b>     | <b>Construction Quality Manager, Special Projects</b>                             |
| <b>LOCATION:</b>      | <b>Newlon House</b>   |
| <b>ANNUAL SALARY:</b> | <b>£52,583 per annum plus eligible to join our performance related pay scheme</b> |
| <b>REPORTING TO:</b>  | <b>Special Projects Quantity Surveyor</b>   |

### **MAIN OBJECTIVE**

The quality control of the remediation works through:

- having a regular presence on various project sites, carry out inspections and keep detailed records as evidence that work is of the highest possible quality.
- Fire safety for Newlon properties.
- being a key member of the Special Projects team.
- making regular reports on the various Constructors' and sub-contractors' performance.
- picking up non-compliance and building defects/snagging.
- addressing the issues with Newlon's Project Surveyors, Employers Agents/Contract Administrators and Architects, Contractors and other Stakeholders.
- Ensuring compliance with both Newlon's and related official Statutory standards, the contract documents and all relevant legislation.
- H&S Monitoring onsite as a responsible persons on behalf of the Client (Newlon) and reporting thereof.
- Collating and providing information when required to do so to Governmental and Regulatory Bodies such as but not specifically NORSH+ submission to the Housing Regulator and Ministry of Homes, Communities and Local Government (MHCLG).

- Performing checks and monitoring of Gopad Tasks and adding subsequent updates through collating information from Special Projects Team Members.

All leading to:

- The identification, control and resolution of risks to Newlon's built assets.
- The maintenance and improvement of resident satisfaction in Newlon's built assets.
- Promotion of Site Safety from a client focus point to keep residents, contractors and all building users safe during construction works.
- Fulfil Newlon's Reporting requirements and duties to required bodies and internal departments and teams.
- Accurate auditable information records of how works were undertaken and completed.

|          | <b>Key Tasks, Responsibilities and Objectives</b>  | <b>Performance Standards and Outcomes</b>  | <b>Competency Areas</b>   |
|----------|--|--|---|
| <b>1</b> | To scrutinise drawings and specifications of designated Newlon projects, both prior to, during and post- site commencement.  | <ul style="list-style-type: none"> <li>• Ensuring receipt of project drawings for perusal</li> <li>• Drawings are audited for errors or omissions</li> <li>• Employers Agent and Project Manager are advised of any areas of non-compliance with Newlon's standards</li> <li>• Design and technical issues are resolved at the appropriate project stage.</li> </ul>                                 | <ul style="list-style-type: none"> <li>• Planning and organisation</li> <li>• Judgement &amp; decision making</li> <li>• Achieving results and quality focus</li> </ul> |
| <b>2</b> | In collaboration with the Project Managers: To liaise with the Property Services and other Newlon teams on any technical issues that have scheme management or maintenance implications going forward. | <p>Designs are developed to be low-maintenance and cost-effective, with future management and service charge costs minimised.</p> <p>Areas which may be of concern are pro-actively identified e.g.</p> <ul style="list-style-type: none"> <li>• Untried new products and technologies</li> <li>• Modern methods of construction</li> <li>• Changes in specification during construction.</li> </ul> | <ul style="list-style-type: none"> <li>• Liaising and networking</li> <li>• Judgement and Decision Making</li> <li>• Customer Focus</li> </ul>                          |

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| 3 | To attend Meetings, to include but not be limited to:<br>Project Team Meetings<br>Design Workshops<br>Resident Meetings<br>Site Meetings   | <ul style="list-style-type: none"> <li>Contributing to decisions on services and facilities</li> <li>Newlon's long-term interests in terms of manageable technologies and cost-effective maintenance are represented</li> <li>Value for Money, buildability and design compliance are achieved and maintained</li> <li>Design and technical issues are resolved at the appropriate project stage.</li> </ul>   | <ul style="list-style-type: none"> <li>Working with others/teamwork</li> <li>Judgement and Decision Making</li> <li>Customer Focus</li> </ul>   |
| 4 | To attend sites designated at regular intervals and make written reports with photographs if needed to be issued to the projects' Employers Agents, Project Managers and the Assistant Director of Property Services   | <ul style="list-style-type: none"> <li>Reports follow agreed format and include all relevant details including compliance with Health and Safety</li> <li>Reports and supporting photographs are stored in electronic format and easily accessible by Project Manager and Assistant Director of Property Services</li> <li>Reports issued on time and according to agreed schedule</li> <li>Documentary evidence of progress and quality is accumulated</li> </ul> | <ul style="list-style-type: none"> <li>Communication</li> <li>Planning and organisation</li> <li>Judgement &amp; decision making</li> <li>Achieving results and quality focus</li> <li>Accurate record keeping</li> </ul> |
| 5 | To attend meetings to report on progress, quality control, fire safety and defect matters<br>Taking notes/ minutes where necessary.  | <ul style="list-style-type: none"> <li>Solutions to problems are sought proactively</li> <li>Reports provided on the performance of contractor</li> <li>Collaborative working with internal and external stakeholders</li> <li>Distribution of notes and minutes within agreed timescales.</li> </ul>  | <ul style="list-style-type: none"> <li>Communication</li> <li>Negotiation and influencing</li> <li>Planning and organisation</li> <li>Accurate record keeping</li> </ul>  |
| 6 | To identify in writing and bring to the attention of the Employers' Agents and Project Managers any incidences of non-compliance in the construction works with the appropriate standards. The Construction Quality Manager will <b>not</b> issue remedial instructions to the Constructors without Project Manager's written authorisation. | <ul style="list-style-type: none"> <li>Non-compliances with Construction drawings, Specification, Regulations and Employers' Requirements are identified and brought to the attention of the Employer's Agent and Project Manager</li> <li>Reports are written clearly and produced to agreed timescales</li> </ul>  | <ul style="list-style-type: none"> <li>Communication</li> <li>Negotiation and influencing</li> <li>Achieving results and quality focus</li> </ul>   |

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| <b>7</b>  | To carry out and where necessary schedule and manage Newlon's inspection, pre-handover, standard setting and snagging inspections. The Construction Quality Manager will not issue remedial instructions to Contractors without Project Manager's written authorisation. To advise on O&M manuals required following completion of a project. | <ul style="list-style-type: none"> <li>• Inspection protocol and programme agreed with Contractor and Employer's Agent</li> <li>• Checks carried out with Employer's Agent that pre-snagging commissioning work has been carried out and certified</li> <li>• Additional Newlon or external resources are co-ordinated and supervised where they are necessary to achieve the inspection programme</li> <li>• Unsatisfactory works identified</li> <li>• Proposed remedial work reviewed and commented on</li> <li>• Advice provided to Employer's Agent and Project Managers on whether acceptable quality is being achieved</li> </ul> | <ul style="list-style-type: none"> <li>• Communication</li> <li>• Planning and organisation</li> <li>• Judgement &amp; decision making</li> <li>• Achieving results and quality focus</li> <li>• Working with others/ teamwork</li> </ul>     |
| <b>8</b>  | To raise requisitions as instructed by Special Projects Team members. Confirm when works are completed to agreed standards. Check contractor invoicing matches agreed pricing. Payments made.   | <ul style="list-style-type: none"> <li>• Requisitions are raised to provide purchase order numbers prior to works or services delivery.</li> <li>• Accurate records kept.</li> <li>• Newlon policies followed.</li> <li>• Confirm standards are met in respect of agreed services before payment made.</li> <li>• Pay invoices within agreed timescales.</li> </ul>  | <ul style="list-style-type: none"> <li>• Communication</li> <li>• Planning and organisation</li> <li>• Judgement &amp; decision making</li> <li>• Achieving results and focus on accuracy</li> <li>• Working with others/ teamwork</li> </ul> |
| <b>9</b>  | To be the lead within the Team on outstanding FRA items (GoPad). Holding meetings with Team members, updating and recording results and rectification.  | <ul style="list-style-type: none"> <li>• Liaison with the Gopad lead in Newlon's Building Services Team and Newlon's fire safety consultant</li> <li>• Accurate recording keeping and reporting</li> <li>• Appropriate remedial measures are agreed with the Project Managers</li> </ul>   | <ul style="list-style-type: none"> <li>• Communication</li> <li>• Planning and organisation</li> <li>• Judgement &amp; decision making</li> <li>• Achieving results and quality focus</li> </ul>  |
| <b>10</b> | To contribute to the management of latent and other problematic defects/ snagging by providing a high level of technical input and advice.  | <ul style="list-style-type: none"> <li>• Causes of defects are identified</li> <li>• Appropriate remedial action is proposed and agreed</li> <li>• Tenants' complaints are addressed and resolved</li> </ul>   | <ul style="list-style-type: none"> <li>• Liaising and networking</li> <li>• Judgement and Decision Making</li> <li>• Customer Focus</li> <li>• Achieving results and quality focus</li> </ul>   |

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|-----------|---|--|--|
| <b>11</b> | To provide/ arrange access to buildings/ projects by way of keys, fobs and/ or contractors for Team members, Insurers, Consultants and Specialists. | <ul style="list-style-type: none"> <li>• Ordering of keys and fobs.</li> <li>• Distribution and record keeping.</li> <li>• Being pro-active in pre-arrangement of required approved contractors.</li> </ul>  | <ul style="list-style-type: none"> <li>• Judgement and Decision Making</li> <li>• Accurate record keeping</li> <li>• Liaising and networking</li> <li>• Achieving results and quality focus</li> </ul> |
| <b>12</b> | Take an active role in internal and external forums to build up organisational knowledge.   | <ul style="list-style-type: none"> <li>• Representing Newlon as appropriate at meetings</li> <li>• Sharing knowledge and experience and ensuring ideas are fed back in to Newlon</li> <li>• Participating in an active and constructive manner</li> <li>• Participate in project meetings and liaise with any contractor's Resident Liaison Officers to ensure appropriate communications are sent to residents.</li> <li>• Where applicable liaise with any residents' associations and attend residents' meetings as required.</li> <li>• Where required, take the lead in setting up and managing resident liaison events related to the Special Projects Team's work. Ensure events are well organised, well managed and minutes taken and recorded.</li> <li>• Monitor the Fire Safety inbox and all other team email addresses.</li> <li>• Ensure all queries and communications receive a prompt and appropriate response in line with Newlon Gold Standards</li> </ul> | <ul style="list-style-type: none"> <li>• Working with others/teamwork</li> <li>• Liaising and networking</li> <li>• Achieving results and quality focus</li> </ul>                                     |

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| 13   | To contribute to maintaining an effective work-place | <ul style="list-style-type: none"> <li>• All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to</li> <li>• Newlon Gold values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers</li> <li>• Objectives of reliability, consistency, speed and awareness built into all activities</li> <li>• Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities</li> <li>• Collaboration across teams actively promoted at all times</li> </ul> | <ul style="list-style-type: none"> <li>• Working with others/teamwork</li> <li>• Liaising and networking</li> <li>• Achieving results and quality focus</li> <li>• Communication</li> </ul> |
| No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in this document. |  |   |   |