

Role profile

Job Title:	Lifts projects manager specialist (part time expert advisor)	Grade:	15
Department:	Housing Asset Management	Post no.:	64732
Directorate:	Housing and Environment	Location:	Perceval House

Role reports to:	Capital Investment Delivery Manager
Direct reports:	N/a
Indirect reports:	Mechanical and Electrical project Manager, Capital Project Manager x 2, Assistant Capital Project Officer, Structural Project Manager, Lifts Project Manager (part-time specialist)

Job description

Purpose of role

- The role of the Lifts Project Manager Specialist is to lead and oversee multiple projects and contract management to ensure 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 lead project planning, procurement, and coordination with internal teams and external stakeholders.
- To prepare and manage project budgets, ensuring financial forecasts and budgets are accurate and timely.
- To ensure compliance with industry standards, safety regulations, and policies, including conducting regular site inspections and progress reports.
- To resolve technical issues, liaise with design and engineering teams, and act as the technical lead where appropriate to deliver projects.
- To indirectly manage the team of Project Managers, providing project support and mentoring for Project Managers and other team members on individual projects.

Key accountabilities

- To deliver work safely and in compliance with all relevant legislation, regulations, and council policies by implementing safety protocols, conducting regular safety audits, and ensuring team adherence to safety standards.

- To ensure that customer service and satisfaction targets are consistently met or exceeded by actively engaging with customers, addressing their concerns promptly, and meeting their needs throughout the project lifecycle.
- To successfully deliver the annual investment programme by planning, executing, and completing projects within the allocated budget and timeframe, ensuring all investment goals are achieved.
- To ensure all contract conditions are met and projects deliver value for money by managing contracts effectively, negotiating terms, and adhering to the price framework while maintaining high standards of customer service.
- To oversee service partners to deliver the planned works programme, ensuring contract compliance, value for money, and excellent quality.
- To handle complaints and other tasks efficiently and in a timely manner by maintaining accurate records, learning from feedback to drive service improvements, and resolving issues quickly to maintain customer satisfaction.
- To provide high levels of customer service to both external and internal customers, ensuring their needs are met and expectations exceeded.
- To provide detailed reports that offer reassurance of project delivery, value, and customer satisfaction by highlighting progress, financial status, and any issues or risks, ensuring transparency and accountability.
- To directly supervise and support project managers and the capital investment delivery team members on specific projects, to achieve their responsibilities and work of a project nature either on short or longer term packaged pieces of work.
- To lead pre-contract, pre-commencement, and progress meetings to ensure clear communication, effective planning, and timely resolution of issues and recommending major project changes.
- To recommend and sign off task orders, valuations, and final accounts ensuring all financial documentation are accurately reviewed and approved to maintain financial integrity and accountability in line with the council's financial procedure rules and any specified limits.
- To collaborate with the capital investment team, working in a matrix management way to contribute to budget and programme setting and to proposals for scheme reinvestment and redevelopment.

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 and abilities

1. Proven track record of experience successfully leading Mechanical, Electrical, and Public Health (MEP) projects in an Asset Management environment.
2. Extensive experience as a Mechanical Project Manager within the Mechanical & Electrical contracting industry.
3. Strong understanding of mechanical systems, electrical services, and computerised asset management systems.
4. Knowledge of health and safety standards, CDM and construction regulations, quality control, building regulations, planning requirements, and property compliance laws (including willingness to be trained on new legislation and regulation such as the Building Safety Act 2022).
5. Excellent project management skills with experience managing multiple projects simultaneously and guiding, developing and mentoring others.
6. Proven experience in project and change management, including setting, monitoring, and reviewing performance standards and key performance indicators.
7. Commercially aware with a focus on continuous improvement and experience with contracts, tender agreements, procurement processes, and managing utilities providers.
8. Strong written, verbal communication, and ICT skills.
9. Excellent stakeholder management skills, with extensive experience engaging with senior stakeholders and capable of leading and chairing meetings with advanced communication and negotiation abilities.
10. A collaborative team member with a positive attitude who values and respects diverse perspectives and contributes effectively to team goals.

Essential qualification(s) and experience

1. Relevant industry qualifications (e.g. HNC/HND/Degree in Mechanical Engineering or related field).
2. Membership or Associate status with a relevant professional body such as the Institution of Engineering and Technology (IET), the Association for Project Management (APM), the National Inspection Council for Electrical Installation Contracting (NICEIC), the Chartered Institution of Building Services Engineers (CIBSE), the Institute of Workplace and Facilities Management (IWFM), or the Institution of Fire Engineers (IFE).

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