

Created	April 2018
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Job Profile

Job Title: Project Manager / Business Analyst - Development Opportunity
Reporting to: Business & Operational Support Manager
Location: Within the Company's operational area

Job Purpose

The Project Manager is responsible for leading significant strategic transformation projects within the organisation. The principal functions of the role include:

- Manage and lead major projects having a direct impact on the successful operation of the entire organisation. The focus of this role is on leading the project to replace the Integrated Repairs Management System.
- Ensure that the Integrated Repairs Management System is fully and successfully implemented and meets the requirements of the business.
- Analyse and review existing business systems, services and processes, and lead on implementing the replacement system.

This post is being offered as a development opportunity. The postholder will be expected to fulfil all the duties within this job description and be able to show experience of successfully managing systems related projects. Additional support, guidance and coaching will be provided by the line manager and wider team to assist with the transition from previous project management experience to the requirement to manage major complex and corporate projects within this role.

Main Duties and Responsibilities

- Manage and deliver key business projects involving internal and external resources.
- Plan and manage projects using an agreed project methodology.
- Lead on implementing the replacement Integrated Repairs Management System.
- Work closely with relevant stakeholders from within the business to gather future requirements and develop a detailed understanding of key drivers.

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- Build and maintain positive working relationships with all stakeholders.
- Work with the customer to develop a clear specification of requirements before commencement of any work.
- Translate complex business requirements into concise system specifications.
- Produce accurate, thorough and consistent documentation of existing systems and processes.
- Identify project risks and issues, recommend solutions and work to ensure that they are logged and resolved.
- Identify and propose opportunities for improvement.
- Deal with multiple senior management stakeholders across the organisation.
- Confidently deliver presentations to Senior Management Team, the Executive Management Team or the Board.
- Demonstrate the ability to elicit relevant information from staff at all levels of the business.
- Conduct interviews and workshops aimed at creating agreed definitions of existing systems or future requirements.
- Proactively identify opportunities to contribute to the delivery of corporate objectives and values.
- Identify suitable key personnel to engage in the mapping of business processes to support service re-design.
- Ensure all requests for change or development are made in accordance with the change control process.
- Contribute to the development and improvement of all operating processes implemented across the departments.
- Undertake available training and development opportunities, show a commitment to continuous development and share own knowledge and skills to support the continuous development of colleagues.
- Ensure system and user security procedures are followed.
- Assist in the development and testing of robust disaster recovery plans.

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Risk Management

Work within the established risk management framework of PCH ensuring effective systems are in place to deliver services and activities within the directorate.

Contribute to effective business continuity arrangements to support the organisation to maintain services.

Develop effective working relationships with internal and external audit to ensure monitoring of systems and procedures and compliance with regulatory and statutory requirements.

Financial Management

Responsible for the effective and efficient management of finances/budgets within the department ensuring adherence to PCH financial standing orders and procedures.

Corporate Management

As a member of the Senior and Wider Management Teams, make a positive contribution to achieving agreed corporate objectives and values.

Participate actively in the business and financial planning and management process, setting and monitoring departmental objectives as appropriate.

Maintain and develop positive relationships with regulatory and statutory agencies, local authorities, regional bodies, and key stakeholders to promote PCH as a leading service provider and maximise opportunities for achieving business objectives.

Prepare and present regular reports for the Board of Management and Committees, and ensure that the Board members have sufficient information to enable them to discharge their responsibilities effectively.

Maintain up to date knowledge of health & safety legislation and best practice to ensure compliance for your areas of responsibility are met.

Ensure effective management of complaints working collaboratively with other PCH staff and stakeholders to achieve successful outcomes.

General

Provide effective and open leadership to the department, ensuring that employees are recruited, trained, managed, appraised and developed in accordance with PCH's policies to maximise full individual and team potential.

Ensure all services provided within the department are properly delivered to the highest standards. This includes contracted services and working with key partners and stakeholders to achieve this.

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Work proactively, engage and build relationships with all internal and external stake holders to deliver the objectives of this role.

Ensure action is taken to encourage, promote and sustain genuine customer participation in all services provided.

Ensure that policies and procedures are regularly reviewed to ensure the provision of effective, efficient and customer focussed service delivery.

Provide a positive image of PCH to customers, and actively promote and represent PCH with existing and prospective stakeholders and partners including national, regional and sub-regional organisations.

Promote Value for Money, efficiency and continuous improvement within PCH and participate in the process of service improvement, review and change.

Observe and promote the organisation's equality and diversity strategy in accordance with PCH's objectives at all times.

Ensure the department is compliant with all regulatory requirements, including those of the Regulator of Social Housing, the Financial Conduct Authority, the Charity Commission and GDPR.

Actively support the organisation's environmental and sustainability agenda

No job description can be entirely comprehensive and the job holder will be expected to carry out such duties as may be required from time to time consistent with the status and responsibilities of the role within the organisation.

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Plymouth Community Homes
PERSON SPECIFICATION
(Project Manager / Business Analyst – Development Opportunity)

Requirement	Essential	Desirable
<p>Experience</p>	<p>You will be expected to have at appointment or develop within 6 months the following:</p> <p>Successfully leading and managing systems-related projects – with demonstration of the ability to translate this experience into managing major complex and corporate projects.</p> <p>Proven experience of successfully implementing and completing projects – with demonstration of the ability to translate this experience into managing major complex and corporate projects.</p> <p>Proven experience of business and systems analysis and techniques.</p> <p>Proven experience in carrying out detailed review of an organisation’s requirements and processes, and implementing systems which meet these requirements.</p> <p>Experience in gaining consensus for proposed solutions from a variety of stakeholders in the business.</p> <p>Experience of increasing efficiencies through business process re-engineering.</p> <p>Experience of managing project-related resources, including staff management.</p>	<p>Experience of the Housing Association sector.</p> <p>Exposure to a software development environment.</p>
<p>Knowledge</p>	<p>Good knowledge and understanding of structured project management methods.</p>	

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	<p>Understanding of recognised business analysis methodologies and techniques.</p> <p>Demonstrable knowledge of IT system development and implementation of new systems.</p>	
Skills / Abilities	<p>Ability to work effectively with staff at all levels and external suppliers.</p> <p>Active listening skills and excellent written and verbal communication skills for effective interaction with, and influencing of staff at all levels and external suppliers.</p> <p>Well-developed influencing and negotiating skills.</p> <p>Ability to present complex information to a variety of audiences in a clear and concise manner.</p> <p>High levels of skill in collecting, managing and analysing data and information, with demonstrable attention to detail and the ability to apply this to strategic ends.</p>	
Qualifications	<p>Degree-level education (or equivalent experience).</p> <p>Relevant IT based qualification or significant experience of IT systems.</p>	
Physical Requirements	None.	

Note: PCH is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable to enable disabled people to fulfil the criteria for, and undertake the duties, of its jobs.

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GENERAL RESPONSIBILITIES

1. Confidentiality

The post holder must maintain confidentiality of information about staff and residents and Plymouth Community Homes (hereinafter referred to as PCH) business and be aware of current Data Protection legislation

2. Standards of Business Conduct

PCH expect all employees to maintain the highest standards of personal and business conduct at all times. The handbook sets out the PCH expectations under sections: Code of Conduct and Declaration of Interests, copies are available from the Human Resources Department at Plumer House.

3. Health & Safety

The post holder should be aware of the responsibility placed on employees under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment.

4. Equality & Diversity

PCH is opposed to direct and indirect discrimination and aims to promote equal opportunities. Any employee of PCH is required to treat all colleagues, customers, stakeholders and partners equally, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

All employees must abide by these principles and comply with PCH policies and strategies in support of these principles which may be issued from time to time by PCH.

5. Training and Development

To attend appropriate training courses and supervision meetings as required.

6. Communication

To attend staff and team meetings.

7. Risk Management

Consider and follow the PCH Risk Management processes when participating in service planning and delivery.

PURPOSE OF A JOB DESCRIPTION

This is a description of the job as it is presently constituted. Job descriptions are reviewed and updated when considered necessary to reflect any changes to the job

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being done and to incorporate changes. Employees will be consulted on any changes in their job description in a meeting with their line manager. If agreement is not possible PCH reserves the right to insist on changes by adding to, taking away or substituting duties; provided that in doing so we do not change the fundamental nature of the post.

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	Competency	The PCH Manager
Leadership	Supporting employee growth	Helps employees in their career development and progression. Offers appropriate coaching and mentoring Gives positive and constructive feedback, offers praise and rewards good work
	Interpersonal style and integrity	Shows genuine care and concern for employees. Shows interest in them as individuals. Holds regular one-to-one meetings with employees and is available when needed. Demonstrates a positive approach to work, leading by example. Respects confidentiality and treats employees fairly.
	Setting and Monitoring direction	Sets clear goals and objectives, giving clear explanations of expected outcomes. Monitors achievement, performance and conduct appropriately, and offers advice and guidance. Makes fair but robust and timely interventions when things go wrong. Is aware of the team's workload, considers resource options or redistributes workload when necessary. Keeps their technical and professional knowledge up to date.
Driving Business Performance	Quality and Standards	Demonstrates a commitment to achieving high standards and seeking continual improvements. Understands performance indicators and uses them to build a high quality service.
	Strategic Focus	Understands the broad issues facing the business and their service and can set the short – medium terms agenda for their team or section with appropriate communication.
	Understanding our business	Understands the business priorities, services and the important business issues. Proactively learns more about the whole organisation and its business outside of their normal role.
	Planning and Organising	Translates organisational goals into clear and practical plans for team (s). Implements and monitors these.
	Problem Solving / decision Making	Identifies problems and solutions. Responds to issues with insight and creativity.
	Managing Change	Can plan and execute change effectively without undue disruption and taking people along with them in the process.
	Communications and Influence	Has excellent communication skills and is thorough accurate and clear. Checks understanding and gives feedback. Chooses the right style and medium when communicating
	Managing Finances, resources and Risk	Understands the key financial issues and exercises effective VFM and budgetary control over their activities. Understands the concept of risk and can identify and effectively control existing risks to the organisation.
	Digital Literacy	Understands the broad scope and capability of systems and uses them to drive effectiveness and VFM. Can rationally analyse data output to inform good decision making and maximise the potential of the digital platform. Encourages appropriate digital understanding amongst their team and actively supports their competency development.

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Part of the Team	Team working	Builds own team but also develops strong and effective relationships across the wider management team. Contributes to whole organisation activities. Understands the role and priorities of their fellow managers and gives them support in achieving their own objectives.
	Partnerships	Works collaboratively with partner organisations and maintains our reputation whilst safeguarding our wider interests if necessary.
	One organisation	Works in a collegiate style with managers and staff across the organisation. Actively uses the brand values and beliefs in delivering their service and managing their team. Encourages their team to champion the brand as values and to be “whole company players”.
	Diversity, Community and Society	Promotes equality at work in their team and across the organisation. Values diversity and actively looks to work with it. Understands its impact on how we deliver our service. Works within the E & D strategy.

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