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**Project Delivery Manager (Commercial)**

**JOB DESCRIPTION**

**Job title**: Project Delivery Manager

**Based**: The Old Police House, London, Hyde Park W2 2UH - with travel to all parks

**Salary**: A salary of £41,551 - £45,000 per annum, depending on experience

**Terms**: Permanent contract on a full-time basis (36 hours per week) including agile/hybrid working options**.**

26 days annual leave plus public holidays increasing to 29 days after 3 years’ service.

A pension scheme and healthcare plan are available.

**Reporting to:** Head of Commercial Projects

**Responsible for:** No direct reports

**Internal relationships:** Commercial Directorate and wider teams across the organisation including Works, Major Projects, Estates, Health and Safety, Sustainability, Park Management, and Park Operations.

**External relationships:** Catering Concessions, Commercial Concessions, Contractors, Consultants, Stakeholders, Industry Peers.

**BACKGROUND**

The Royal Parks (TRP) is a charity created in March 2017. We manage over 5,000 acres of diverse parkland, rare habitats and historic buildings and monuments in eight Royal Parks across London. These are: Hyde Park, Kensington Gardens, The Green Park, St James’s Park, The Regent’s Park and Primrose Hill, Greenwich Park, Richmond Park, and Bushy Park. We also manage other important public spaces including Brompton Cemetery and Victoria Tower Gardens. Our eight Royal Parks and other public spaces are among the most visited attractions in the UK with 77 million visits every year.

The Commercial Projects Team play a vital role in developing and supporting a long-term commercial income growth strategy. Focused on supporting the delivery of corporate objectives by growing commercial income generating activity, the Commercial Projects Team seek to deliver improved value for money and the realisation of benefits from commercial contracts and tenders, alongside developing new commercial initiatives and business opportunities.

The Commercial Projects Team is focused on four keys areas:

1. Project managing, delivering and mobilising high value commercial tenders and commercial initiatives – predominantly within Commercial Contracts, Commercial Leisure, Retail, and Income Diversification.
2. Initiating and leading/supporting commercial development projects and providing commercial advice to existing or new projects and programmes.
3. Developing a programme of ongoing identification and evaluation of commercial development opportunities across the Charity; and
4. Providing technical and commercial advice, and support to high value contracts, tenders and initiatives across the Commercial Directorate and wider Charity.

The Commercial Projects Team works in collaboration with other Departments and Senior Management to ensure that commercial activities support the delivery of the Charity’s aims, objectives, and priorities. All commercial activity should be sustainable, consistent with the Charity’s values and sympathetic to the historic park environment. The impact of income generation on key stakeholder groups should be understood and managed appropriately.

**JOB PURPOSE**

The Project Delivery Manager will manage the planning and delivery of building fitout and investment projects associated with the mobilisation and development of new and existing commercial concession contracts and in-house commercial services across The Royal Park’s (TRP).

Our commercial concession contracts include 58 cafes and catering kiosks/mobiles across London’s eight Royal Parks and Brompton Cemetery, alongside car parking and leisure services. In-house commercial services include retail, boat hire and public swimming.

This role will be responsible for the successful planning, coordination and delivery of building fitout and investment projects working alongside external and internal project teams. The Project Delivery Manager will act as the coordination lead and main point of contact between external Commercial Concessionaires and/or Contractors/Suppliers, and our internal teams including Works, Catering, Commercial Contracts, Major Projects, Estates, Park Management/Operations, Health and Safety, Sustainability, and the wider Commercial Directorate.

The Project Delivery Manager will work on a range of building fitout and investment projects and will be responsible for coordinating delivery to ensure successful completion in accordance with design and fitout specifications/drawings, concession tender submissions, conditions of contract, specified standards, park operational procedures, health and safety policies, and statutory regulations and codes of practice.

This role will work closely with our Works team to ensure all building fitout and capital investment projects meet the specified quality and compliance standards required by TRP.

The Project Delivery Manager will adopt a proactive, positive and collaborate approach to effectively communicate with both internal and external stakeholders to resolve issues and solve problems to keep projects on track, to time and budget.

**MAIN DUTIES/RESPONSIBILITIES**

* Lead the day-to-day project delivery requirements for identified projects ensuring a consistent application of project management processes, including project plans and project control documents, to achieve results and deliver successful project outcomes.
* Act as the coordination lead between the Commercial Concessionaire project team and/or Contractors/Suppliers, and internal TRP teams, ensuring that all relevant stakeholders are fully briefed on projects and kept updated on progress and any proposed changes to scope.
* Lead project mobilisation meetings as required, working with the Commercial Concessionaire project team and/or Contractors/Suppliers to plan and mobilise projects in accordance with the conditions of contract, tender submission and all policies, procedures, standards and requirements specified by TRP.
* Work alongside TRP’s Works team to effectively plan and coordinate the delivery of projects in adherence with design and fitout specifications/drawings, conditions of contract, specified standards, and statutory regulations and codes of practice. Proactively support the Works team as required with project handover and sign off.
* Lead the coordination of health safety documentation, operational procedures and any other documentation required for permissions and permits to commence projects. Ensure required information is shared in a timely manner for review/approval by internal teams as required including Health and Safety, Park Management/Operations and Works.
* Proactively monitor project risks and issues, escalating risks and issues as required, and taking corrective action where necessary to resolve issues and effectively solve problems.
* Work collaboratively with the Commercial Concessionaire to ensure they understand ongoing maintenance obligations as outlined in the conditions of contract and put in place processes to effectively monitor contractual requirements.
* Work collaboratively with internal teams to develop, implement, and monitor compliance with the TRP’s Sustainability Policies, enhancing the sustainability of each project.
* Coordinate and document lessons learned for projects as required collaborating with external and internal project teams.
* Lead on the coordination and appropriate filing of project documentation including floor plans, operating manuals, as built drawings, site surveys.
* Support concession tenders as required including coordinating condition surveys, equipment surveys, and dilapidation reports ensuring that external consultants are accounting correctly for all identified works.
* Ensure that communication with all stakeholders is consistent and timely with any concerns or issues raised dealt with effectively and promptly.
* Ensure compliance with Health & Safety regulations by all staff and contractors working in the parks with the support of TRP H&S representative. Conduct occasional after-hours visits to projects to assess contractor adherence to park rules.
* Manage project budgets and effectively oversee financial processes to ensure project budgets are accurate, consistent, and up to date.

**PERSON SPECIFICATION**

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| **Selection criteria** | **Essential / Desirable** |
| **Qualifications & Training** | |
| * Relevant project management qualification (APM, Prince2, Agile or equivalent) and/or qualified by experience | **E** |
| * Relevant project management software training (MS Projects or similar) | **D** |
| * NEBOSH certification | **D** |
| **Experience** | |
| * Proven experience in successfully delivering building fitout and/or construction works through managing multi-disciplinary project teams. | **E** |
| * Demonstrable experience of effectively managing contractors and external stakeholders in adherence with specifications and conditions of contract, and a broad range of agreed standards. | **E** |
| * Proven experience of contract management with external and internal contractor organisations delivering multi discipline projects to achieve value for money and quality. | **E** |
| * Commercial acumen and experience of managing commercial aspects of multiple projects. | **E** |
| * Experience of project managing commercial concession holders in the delivery of building fitout works and investment projects. | **D** |
| * Experience of managing building fitout works and investment projects within a high profile and sensitive green space. | **D** |
| **Skills, knowledge, and ability** | |
| * Ability to plan and prioritise own time effectively, and anticipate and adjust for problems, risks or changing requirements to keep delivery on track, remaining positive through challenge. | **E** |
| * Excellent interpersonal and communication skills - is articulate, demonstrates good presentation and written communication skills, and high attention to detail. A natural influencer of people who can co-ordinate across multiple teams. | **E** |
| * Ability to lead and work both within a team and on individual basis to achieve goals. | **E** |
| * Good knowledge and experience of public sector procurement and contract administration. | **D** |
| * Up to date practical knowledge of the standards associated with construction practices. | **D** |
| **Other** | |
| * Commitment to The Royal Parks’ values of being responsible, excellent, inclusive, open, and respectful with an alignment with TRP’s charitable objects and purpose | **E** |

The Royal Parks is committed to creating a diverse and inclusive workplace and is an equal opportunity employer. We encourage applications from candidates from all backgrounds and successful candidates will be appointed on merit.