

## JOB DESCRIPTION

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<b>Job Title:</b>	Project Manager (Reinvestment and Retrofit Works)
<b>Directorate:</b>	Property Services
<b>Location:</b>	Hybrid – Agile Working/Thomas More Square, London
<b>Reporting to:</b>	Senior Project Manager
<b>Responsible for:</b>	None

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### PURPOSE OF THE JOB

- To support the Senior Project Manager in ensuring that the refurbishment/retrofit programme is fit for purpose, meets quality expectations and statutory regulatory obligations.
- To prepare capital budgets, revenue forecasts, cash flow forecasts and refurbishment/retrofit programmes.
- To manage the development of the design, procurement and delivery of construction proposals for refurbishment/retrofit programmes.
- To develop effective relationships with partner organisations, in particular the GLA, Homes England and Local Authorities.
- To project manage reinvestment/retrofit projects and contractual arrangements for a range of projects.
- To contribute to organisational thinking and planning on reinvestment, retrofit, health and safety, PIE (psychological informed environments), St Mungo's Home Standards and environmental sustainability.

### KEY RESPONSIBILITIES

#### Reinvestment/Retrofit

- Work with colleagues to identify new opportunities for reinvestment and retrofit projects and maximise funding and grant opportunities, which meet the asset management strategy and business plan priorities.
- Manage the end-to-end delivery of housing reinvestment and retrofit projects, including planning, procurement, execution, and completion.
- Manage internal and external project teams throughout each stage of the reinvestment and retrofit projects. This will include input into scope, specification, consultant and design team briefs and procurement, through to procurement, tender evaluation, delivery and handover.
- Ensure all retrofit works comply with PAS 2035, ECO4, Social Housing Decarbonisation Fund (SHDF), and other relevant funding and regulatory requirements.

- Manage multiple internal and external stakeholders throughout these projects, by acting as the primary point of contact for clients, contractors, and internal teams, ensuring smooth communication and project coordination.
- Conduct feasibility assessments to determine suitable energy efficiency measures, including insulation, ventilation, heating systems, and renewable technologies.
- Develop and implement risk management strategies to mitigate potential project risks, ensuring the delivery of high-quality retrofit solutions.
- Coordinate pre-installation surveys, installation works, and post-installation inspections to ensure compliance with agreed specifications.
- Monitor budgets, timelines, and resource allocation, ensuring projects are delivered on time and within budget.
- Provide regular progress reports to stakeholders, funding bodies, and internal teams, ensuring transparency and accountability in project delivery.
- Ensure health and safety regulations are adhered to on all projects, including compliance with CDM (Construction Design and Management) regulations.
- Engage and support residents and communities, ensuring they understand the benefits of retrofit improvements and addressing any concerns they may have.
- Build and maintain relationships with local authorities, funding bodies, and other key stakeholders to support funding applications and project development.
- Stay up to date with industry trends, regulations, and emerging technologies in energy efficiency and retrofit solutions.
- Manage all necessary external consultants and contractors required to deliver procurement and construction activity.
- Manage risk and budget proactively on all projects, ensuring timely reporting of agreed data to the Senior Project Manager.
- Support the Senior Project Manager and Asset Data Manager in identifying new opportunities and funding for reinvestment and retrofit which meet the asset management strategy and business plan priorities.
- Ensure that St Mungo's complies with statutory and regulatory expectations in respect of Building and Fire Safety, Landlord Health & Safety compliance, Social Housing Act, Disability Discrimination Act, Decent Homes Standards and Energy Efficiency.
- Build, establish and maintain effective working relationships with local authorities and other external stakeholders.
- Evaluate, scope and design PIE (Psychologically Informed Environments) and St Mungo's Homes Standards in all reinvestment and retrofit projects.
- Contribute to our internal strategy for retrofit and energy efficiency, continuing to update our targets and specifications to reflect best practice.

- Liaise with the Data Manager to improve the energy efficiency and sustainability stock data for our housing assets.
- Work closely with the Client Services Resident Engagement team to plan and implement communication, engagement and monitoring/evaluation strategies on energy efficiency projects.

### **Project Administration**

- Take overall responsibility for the establishment and upkeep of an effective and auditable filing structure.
- Prepare capital budgets, revenue forecasts, cash flow forecasts, reinvestment/retrofit programmes and ensure monthly valuations are certified.
- Support the Senior Project Manager and Head of Assets in the selection and appointment of professional services, including architects, engineers, solicitors, etc.
- Measure performance indicators for contractors and consultants to drive efficiency, quality, and continuous improvement across all reinvestment/retrofit projects.
- Ensure records are kept which meet statutory and regulatory obligations, including CDM.
- Be familiar with funder and regulatory requirements and ensure that schemes are delivered in accordance with HCA/GLA or other commissioner requirements and to take a lead on preparing for external audit inspections.
- Work with the Finance Team and ensure corporate financial and other records are accurate and up to date.

### **Corporate Management**

- Promote the work of the Property Services Department within St Mungo's and contribute to external representation work by attending external forums, working parties etc.
- Proactively develop constructive relationships with partner agencies which will help deliver asset management and refurbishment priorities.

### **GENERAL**

- Adhere to St Mungo's Policies and Procedures.
- Cover for other members of the team and department, as necessary.
- Undertake, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings, as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

# PERSON SPECIFICATION

## Project Manager (Reinvestment and Retrofit)

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Use the application form or supporting statement to demonstrate your capabilities, in relation to the essential requirements in the person specification below. Where possible you should provide examples that demonstrate how you meet the essential requirements. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

### ESSENTIAL REQUIREMENTS

#### Experience

1. Relevant professional qualification (RIBA, RICS or CIOB) within the built environment.
2. Proven experience managing complex reinvestment and retrofit programmes and substantial budgets, ideally within a social housing or local authority setting, while building and maintaining relationships with key stakeholders (e.g., QS, Architect, Contractor).
3. Experience of financial appraisal, risk management, with a strong focus on value for money, and efficiency, and driving transformational change.
4. Experience of actively inputting and driving design development and environmental standards.
5. Experience working with Retrofit Coordinators, Assessors, and Designers to ensure compliance with best practices.

#### Skills, Knowledge and Abilities

6. Strong project management skills developed through experience, and/or project management qualification (e.g., PRINCE2, APM, PMP).
7. Excellent stakeholder management, communication and interpersonal skills, including negotiation and influencing skills.
8. Awareness of funding application processes for retrofit and decarbonisation projects.
9. Proficient in MS Office applications (Word, Excel, Access, PowerPoint) and specialist software (Proval, Sequel).
10. In depth construction and technical knowledge, including a thorough understanding of JCT's, Building Regulations and other relevant legislation.
11. Strong understanding of PAS 2035, ECO funding, SHDF, and other energy efficiency schemes.

**The following are required of all roles with St Mungo's. However, you do not need to address these in your application.**

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to diversity & equality
- For non-shift roles. Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted).
- Willingness to work flexibly in response to changing organisational requirements.

In the selection and interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
<b>Improving and Innovating</b>	<ul style="list-style-type: none"> <li>• Is open to new ideas, improvement and change.</li> <li>• Handles situations and problems with innovation and creativity.</li> <li>• Shows commercial and financial awareness.</li> </ul>
<b>Interacting and Influencing</b>	<ul style="list-style-type: none"> <li>• Takes responsibility and demonstrates values-driven leadership.</li> <li>• Shows self-awareness.</li> <li>• Works well with other people.</li> <li>• Collaborates and networks effectively internally and externally.</li> <li>• Shows sound communication and influencing skills.</li> </ul>
<b>Understanding and Doing</b>	<ul style="list-style-type: none"> <li>• Able to find and analyse relevant written and numerical information and use it to make sound judgements.</li> <li>• Able to think strategically.</li> <li>• Demonstrates the necessary technical skills and aptitudes at the level that are required for the role.</li> <li>• Has good writing skills at the level required for the job.</li> <li>• Plans, organises and manages time well.</li> <li>• Demonstrates compliance and accountability.</li> </ul>
<b>Involving and Including</b>	<ul style="list-style-type: none"> <li>• Builds client/stakeholder involvement into all activities.</li> <li>• Is client and customer focused.</li> <li>• Aware of own level of cultural competence and proactively seeks to develop.</li> <li>• Actively promotes equality, diversity and inclusion among colleagues and clients.</li> </ul>
<b>Managing and Empowering (for managers only)</b>	<ul style="list-style-type: none"> <li>• Builds a high performing team.</li> <li>• Provides staff with clear direction and support.</li> <li>• Motivates, supports, enables and promotes the wellbeing of their team.</li> <li>• Manages the operational aspects of their function efficiently.</li> <li>• Implements plans, strategies and services effectively.</li> <li>• Actively contributes to service growth.</li> </ul>