

## Role profile

- **Job title:** Senior Project Officer (Retrofit)
- **Grade:** 7
- **Business area:** Environment
- **Reporting line:** Senior Performance and Contract Manager (Retrofit)
- **Team:** Retrofit

## Job Purpose

The Retrofit Team in the Environment Directorate has an exciting opportunity for a Senior Project Officer to play a pivotal role in translating and applying the strategic priorities of the GMCA into delivery.

### Your Impact:

The purpose of the role will be to drive the delivery of GM's Retrofit Programme, which will deliver retrofit measures to meet the needs of the GM 5-year Environment Plan and Retrofit Action Plan.

### About the opportunity:

A key focus of the role will be to support the delivery of the devolved Social Housing Fund, which is tackling carbon emissions and the cost-of-living crisis by retrofitting thousands of the region's social homes. The energy efficiency improvements and the new low carbon heating systems will result in homes that are significantly cheaper to heat and more comfortable for tenants. Therefore, previous experience of delivering Social Housing Decarbonisation Fund programmes is highly desirable.

Working as part of a team, you will be responsible for all aspects of the project management lifecycle to ensure complex and high-profile retrofit projects are successfully commissioned, implemented, and delivered on time and on budget both directly and through our delivery partners.

You will also have responsibility for providing accurate and timely updates to senior managers and supporting in providing information to government as required.

A commitment to partnership working is essential, as you will work closely with local authorities, government departments (and their appointed consultants), registered providers, businesses, voluntary and community sector enterprises, and a broad range of local partners.

For this role, it is vital that you are able to effectively project manage multiple schemes of work in parallel. You must be able to think strategically, by anticipating and resolving problems before they arise, and using your judgement to escalate issues where necessary. Therefore, a project management qualification such as PRINCE2 is highly desirable.

The Senior Project Officer should be confident at providing clear written and verbal guidance to partners and able to make decisions autonomously, on difficult issues, whilst working to tight and often changing timescales. You will be able to prioritise your own work and direct the activities of others, as well as being agile to respond to the requirements of senior colleagues.

Most importantly, this retrofit-focussed role is an exciting opportunity to have a direct impact on tackling fuel poverty and climate change mitigation issues and will provide significant opportunities to develop your project management and retrofit knowledge, skills, and experience.

### **Key working relationships**

1. Internal and external customer groups and strategic partners, e.g., government departments.
2. Senior Managers from across GM's public sector.
3. Senior Managers within GMCA.
4. Registered Providers, Social Housing Landlords, and key partners e.g., Local Authorities, key sector bodies.
5. Commissioned delivery partners.

## Key Responsibilities

1. To lead the day-to-day delivery of the allocated Project Plan ensuring that delivery is managed effectively and support the monitoring and evaluation procedures to ensure that the allocated project is delivered.
2. To provide project management leadership for the Project Partners ensuring that work packages are delivered according to the project plan, time, and budget, along with adhering to quality standards and the delivery of social value commitments.
3. To support in the development of and manage all reporting, evaluation, communications, and evidence systems to meet the requirements from Project Funders.
4. To produce high quality, timely reports, and briefings, pulling together complex information from numerous sources.
5. Proactively engage, build links with and co-ordinate a wide range of collaborative, trusting, effective partnerships. This includes setting-up regular meetings, organising agendas, taking minutes, and recording action logs.
6. Utilise, motivate, direct, and develop the skills of the wider Project Team across all stakeholder organisations in support of the project objectives and new funding bids.
7. Effectively manage and control the project budgets, producing expenditure forecasts, taking accountability for resources allocated and provide regular updates to senior managers and stakeholders.
8. Successfully manage risk through effective analysis, mitigation, and contingency planning. Develop and manage appropriate risk and issues logs, monitoring, updating, and reporting progress against these.
9. Manage all project documentation, including management of effective record keeping and version control of project documentation.
10. Manage procurement arrangements and relationships with suppliers working closely with the Procurement Team. Ensuring that individual and multiple projects are effectively resourced

and that all key stakeholders are identified, and roles and responsibilities agreed and communicated effectively.

11. Ensure compliance with cyber and information security legislation in the delivery of the project and design of solutions.
12. Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery, and communications.

## General

1. This post is funded by government grants and will form a key part of the allocation of devolved funding streams.

**NB: This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required.**

## Knowledge, Skills, and Experience

### Knowledge & Skills

1. Experience of working on significant public sector, partnership-based projects.
2. Knowledge of housing and environment policy (retrofit, low carbon and housing standards - desirable).
3. Strong communications skills – ability to communicate with a variety of audiences both in written and verbal terms and in the preparation and provision of project management related reports and figures.
4. Ability to plan, direct and coordinate activities to manage and implement interrelated projects from project initiation through to implementation. Ability to develop detailed project schedules including the ability to develop and monitor project progress.

5. Create own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others.
6. Ability to identify, assess and manage risks to the success of the project.
7. Strong decision-making skills with the ability to resolve complex issues in a pressurised environment.
8. Skills to support in the development of measures and methods for monitoring and evaluating performance against the agreed project plan. Identifies good practice and contributes to the development, implementation, and evaluation of project delivery
9. Well-developed influencing and persuasive skills and ability to offer a persuasive argument both with internal and external stakeholders in order to achieve key project milestones whilst retaining a positive attitude. Proven ability in managing relationships with project stakeholders at all levels of seniority through effective communication.
10. Resource and financial management skills, including resolution of conflicting priorities, formulating budgets, rigorous monitoring and control procedures.
11. Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters but within the requirements of the funding rules.
12. An awareness of the role of effective and efficient service procurement and delivery. Ability to use the skills and knowledge of partners to inform procurement intentions in a wide area of activity.

### **Experience and Behaviours**

1. Degree level or relevant professional experience.
2. Proven track record and experience of project management, especially projects involving multiple partners (central government funded projects – desirable).
3. Experience of motivating teams and staff and working across organisations to deliver quality outcomes.

4. Experience of managing complex projects with multiple stakeholders.
5. Experience of production of high-quality project management information and reports.
6. Experience of managing budgets and financial reporting.
7. The ability to hold yourself to a high standard of performance and have a positive attitude, including an openness to constantly learn and evolve within the role.

## Corporate Duties

*Do not behave in ways which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin, or disability.*

*Safeguard at all times confidentiality of information relating to the public, staff, and pensioners.*

*Refrain from smoking in any areas of Service premises.*

*Behave in a manner that ensures the security of property and resources.*

*Abide by all relevant Service Policies and Procedures.*

**Records Management / Data Protection** - *As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal, and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio, or video. You must consult your manager if you have any doubt as to the correct management of the records with which you work.*

**Confidentiality and Information Security** - *As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.*

**Data Quality** - *All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on GMCA's computerised systems or manual records (paper records) and must ensure that such data is entered accurately and in a timely manner to ensure high standards of data quality in accordance with Departmental protocols. To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.*

**Health and Safety** - *All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to*

*enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety, and welfare of those affected by the Service's undertakings.*

**Service Policies** - *All GMCA employees must observe and adhere to the provisions outlined in these policies.*

**Equal Opportunities** - *GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.*