

JOB DESCRIPTION & PERSON SPECIFICATION

Senior Project Manager – Major Works

LOCATION:	ISHA, 102 Blackstock Road, Finsbury Park, N4 2DR
REPORTS TO:	Director of Development and Building Safety
DIRECT REPORTS:	Resident Liaison Officer
TEAM:	Holland & Thurstan
DIRECTORATE:	Development and Building Safety

JOB PURPOSE: To lead and manage a major works project on one of our central London schemes. Championing a resident centred approach and ensuring effective engagement, delivery and high-quality outcomes.

In addition to working with residents to deliver a first-class built environment, be the overall lead for the Holland and Thurstan project more broadly, managing internal and external stakeholders to ensure project outcomes are delivered and risks mitigated. To undertake project and programme administration in accordance with this.

ISHA'S VALUES: consistently demonstrate and champion ISHA's values through your behaviours, decisions, and interactions, whilst always acting as a positive and visible role model for our values:

- Professional
- Motivated to Deliver
- People Focused
- Compassionate

KEY ACCOUNTABILITIES:

Project & Programme Delivery

1. Lead the lifecycle delivery of major works across the scheme (e.g. external refurbishments, structural works, internal upgrades) and in occupied homes.
2. Develop and manage comprehensive project plans, programmes, and risk registers related to the works programme and more broadly
3. Ensure projects are delivered on time, within budget, and in line with quality standards and asset management strategies.
4. Oversee contractors and consultants, ensuring effective coordination and performance management.
5. Carry out regular site inspections and chair progress meetings.

Resident Engagement & Customer Focus

6. Act as the primary link between the housing association and residents throughout the works.
7. Develop and implement a bespoke resident engagement and communication plan.
8. Provide clear, accessible, and timely information about the works, timelines, and potential disruption.
9. Organise resident meetings, forums, and one-to-one engagement where required.

10. Respond proactively and sensitively to complaints, vulnerabilities, and individual needs.
11. Work closely with housing management teams to support residents throughout the programme.

Stakeholder Management

12. Collaborate with internal teams including housing management, asset and repairs, compliance, and finance.
13. Manage relationships with contractors, consultants, local authorities, and leaseholders.
14. Ensure effective leaseholder consultation (including Section 20 compliance where applicable)
15. Provide regular progress reports to senior management and governance groups.
16. Support organisational objectives around resident satisfaction and community engagement.

Health, Safety & Compliance

17. Ensure all works are delivered in accordance with health & safety legislation, CDM regulations, and housing compliance standards.
18. Safeguard residents, staff, and contractors within a live occupied environment.
19. Monitor contractor compliance with safety procedures and risk assessments.
20. Ensure adherence to building safety requirements and organisational policies.

Financial & Contract Management

21. Manage project budgets, forecasts, and financial reporting.
22. Review contractor valuations, variations, and final accounts.
23. Ensure value for money while maintaining quality and resident outcomes.
24. Support procurement and contract management processes in line with housing association frameworks.

Risk & Issue Management

25. Identify and mitigate risks associated with delivering works in occupied homes.
26. Manage access challenges, resident concerns, and programme delays.
27. Escalate issues appropriately and implement solutions swiftly.
28. Maintain clear documentation and audit trails.

ESSENTIALS: In addition to the principal accountabilities of the role, there are several significant elements that we deem essential for every role at ISHA

- Ensure safeguarding responsibilities are fully and effectively met by promoting a safeguarding culture appropriate to the scope and seniority of the role.
- Champion equity, diversity and inclusion in all aspects of work, ensuring policies are actively applied and the principles of fairness, inclusion and respect are positively promoted.
- Maintain a safe, compliant and responsible working environment by ensuring full adherence to health and safety and data protection requirements, and by promoting practices that protect personal wellbeing, organisational data and the safety of others.
- Ensure priorities are met through flexible and responsive working, adapting approach and taking on additional reasonable responsibilities to support the needs of the team, directorate and ISHA, as and when required.

PERSON SPECIFICATION		Essential
Right to work in the UK		
1.	Proof of eligibility to currently work in the UK (please note, we cannot offer sponsorship for this role)	✓
Education and Qualifications		
2.	Good general education with excellent literacy and numeracy skills.	✓
3.	An appropriate technical qualification or membership e.g. FRICS etc.	✓
4.	Project management or relevant qualification.	✓
Knowledge, Skills and Competencies		
5.	Substantial experience in all aspects of project management.	✓
6.	Substantial experience of working in construction and managing projects through approvals and project gateways.	✓
7.	Experience using frameworks and other contracts for project delivery.	✓
8.	Experience of working in the housing sector and with residents.	✓
9.	Proven track record of delivering schemes with residents in situ.	✓
10.	Excellent interpersonal and emotional intelligence skills.	✓
11.	Strong understanding of contract management principles and supplier performance frameworks.	✓
12.	Ability to influence senior stakeholders and build strong cross-functional relationships.	✓
13.	Excellent commercial acumen, negotiation skills, and analytical ability.	✓
14..	Excellent organisation and prioritisation skills with the ability to multi-task.	✓
15.	Highly developed communication skills, including the ability to share complex information with others (individuals and groups).	✓
16.	Experience of project management, particularly within a Housing Association and on projects with residents in situ.	✓
17.	Excellent organisational and project/time management skills with the ability to manage a busy workload with competing deadlines.	✓
18.	Ability to work flexibly and accurately in a fast-moving environment and to prioritise work to meet the needs of stakeholders whilst maintaining professional standards.	✓
19.	Confident and competent in using Microsoft office and proficient enough to adapt to the use of other IT software.	✓