



HILLINGDON

LONDON

Job Profile

August 2025

JOB TITLE:	Housing Project Delivery Manager
GRADE:	POC
POST NO:	Post specific
JOB TIER:	5 (Non management)
DBS CHECK:	Basic
DIRECTORATE:	Residents Services
SERVICE:	Homes and Neighbourhoods
Reports to:	Head of Housing Improvement (Regulator for Social Housing)
Direct Reports:	Nil
Indirect Reports:	Nil

ROLE PURPOSE:

Lead responsibility for the management, delivery and monitoring of projects and peer reviews related to the Regulator for Social Housing. Ensuring teams are prepared and confident for statutory inspections.

Collaborate with various teams, offering constructive feedback to ensure compliance with the Regulator for Social Housing Consumer Standards, including demonstrating outcomes.

Plan and oversee the development and execution of projects and workstreams, ensuring they meet the required scope and quality, stay within budget, are completed on time, and adhere to regulatory requirements.

The role will manage all aspects of the project lifecycle and, using specialist skills and knowledge base, will include delivering on service-wide commissions from senior managers linked to specific works of improvement and transformation which have positive impacts on core Regulatory compliance and the delivery of a tenant focussed Landlord Service.

Leverage expertise in developing and monitoring project plans to play a pivotal role in the strategic management of a diverse range of projects and service enhancements.

Responsible for ensuring that strategic management of project and service improvement activities is established and maintained across all stages of the project, with comprehensive reporting to ensure accountability.

Collaborate closely with directorate service leads to produce robust business cases and project initiation documents for review by the appropriate governance body, ensuring the service demonstrates strategic value for money, benefits realisation, and accountability.

A. Job Description

1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of '*putting our residents first*'.
- Contribute to the delivery of the five commitments to residents from the Council Strategy.
- To ensure that the resident perspective is central to outcomes delivered via project and improvement workstreams.

2. People Management

- No direct people management exposure but will be required to work as part of a matrix arrangement. Will involve leading and directing project team members. Be highly visible to services across the Council, including making a significant contribution to other Council project board meetings.

3. Operational Service Delivery

Service Discovery/ Diagnostics

- Gather data and information from a range of sources, presenting that data and information back with an analysis of where there could be opportunities for change in Housing.

- Lead on drafting high quality clear diagnostic reports that link directly to the data gathered and provide a clear and objective assessment of the housing function under review.
- Collaborate with managers across the Landlord Service and other teams delivering services funded by the Housing Revenue Account (HRA) to map existing processes ('As Is'). Focus on identifying inefficiencies and opportunities for improvement to streamline operations and enhance service delivery in Housing Landlord Services.
- Take full responsibility for managing, planning, and coordinating housing regulatory compliance and service improvement initiatives, stepping in to deputise for the service when necessary.

Solution Design & Development

- Draw up and maintain housing project plans, covering all stages of project development and delivery, requiring the co-ordination of different service areas that may have significant impact on areas of the Council's operation and other related external services, while gaining the support of all participants through persuasion and negotiation.
- Consider the technology and resources required to support delivery models and ensure that Business Intelligence, and Digital Services are engaged at the right stage to help deliver this.
- Lead on drafting costed business cases, in the standard format with relevant appendices approved by Finance and HR, managing the sign off process with internal stakeholders ready for submission for approval via the established governance arrangements.
- Lead on the production of Cabinet Member Briefings and updates to engender both support and transparency with all key and high-profile project and service improvement workstreams.

Project Management

- Lead and play a key role in convening and managing complex housing projects co-ordinating multiple activity streams, identifying and mobilising internal stakeholders and ensuring project outcomes are delivered on time.
- Monitor and control the progress of housing projects, identifying and managing associated finances, risks and issues in accordance with best practice, applying project management principles.
- Take a lead role in addressing and taking corrective action where required to ensure delivery against project plans. Ensure the overall benefits of Housing projects are identified, defined clearly, are measurable, linked to strategic outcomes and managed proactively to benefits realisation.

- Lead on producing regular project status updates for submission to the Head of Programme Development for Landlord Services, and other established governance meetings.
- Collaborating – with experts from IT, Finance, HR, Transformation, Legal, Business Intelligence, and other Enabler services of the Council - as well as partners' -to understand their requirements, leverage their knowledge and expertise, and ensure this shapes Housing project planning and delivery.

Implementation and evaluation

- Work alongside senior managers and other corporate colleagues to agree an implementation plan for Housing projects and agree early indicators of success.
- Lead on the evaluation of change processes in Housing to ensure that any projects, reviews or new ways of working are delivering against the agreed opportunities for improvement specified in the business case.

Change & improvement advocate

- Accept commissions from senior managers across the Landlord Service to personally manage and complete specific tasks and workstreams which are focussed on the Social Housing Regulator Landlord Services Improvement Programme or as part of responding to emerging and new legislation, or good practice.
- Maximise the potential for horizon scanning and, working unaided, bring forward and complete specific tasks and projects which will deliver and evidence Housing Regulatory compliance, good practice and positive impact for tenants.
- Research new delivery models as they are developed and ensure that the Landlord Service is able to consider all available options and prioritise the tenant perspective.

Application of specialist knowledge

- Stay abreast of changes in housing best practice, research new delivery models as they are developed and ensure that the Council is able to consider all the solutions available; to ensure that each solution developed is well reasoned and that all options have been considered.

4. Service Planning & Development

- Support team and service planning across the Council by identifying and meeting service needs.
- Contribute to the annual Team Plan, aligned to the Group / Service Plan(s), that sets out clear objectives and priorities for the team.

- Input actively to any Service Level Agreements (SLAs) covering all aspects of service delivery, including performance and response levels.

5. Financial & Resource Management

- Ensure internal and/or external funding sources for projects are identified and secured through funding bids and or approval processes and manage project budgets and other financial resources associated with the project.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- Support service leads and / or accept commissions to review or bring forward Service Level Agreements [SLAs] between the Landlord Service and functions which provide services that are rechargeable to the HRA.
- Support the transitioning of service leads in the effective use of SLAs to ensure that the quantitative and qualitative aspects of services are effectively and efficiently delivered for the benefit of residents.
- Be responsible for budgets related to programmes and projects and ensure project resources and expected outcomes are clearly defined to avoid wastage and maximise efficiencies (or savings).
- Develop and maintain knowledge and awareness of Landlord Services and initiatives as part of project and improvement work in order to effectively manage changes, and forecast peaks, in service demand that enable resources to be deployed as required and outcomes for residents improved.
- Be financially conscious and ensure that spending and resources are managed efficiently. This includes managing time, avoiding unnecessary waste, to reduce financial impact.
- Recognise the potential for transferring costs and liabilities onto other services and respond by adapting and tailoring support to contain pressures.

6. Service Improvement

- Manage the implementation of improvement initiatives and change programmes using the Council's project management, service improvement methodologies and operating model.
- Actively contribute to an agenda of continuous improvement within the Housing Service domain. Advocate for, champion and lead on individual initiatives and projects aimed at enhancing services.
- Be highly visible to senior managers and services across the Landlord Service and the Council, including making a significant contribution to other Council project board meetings where potential benefits to council tenants present.

- As an integral part of service improvement workstreams, provide assurance that resident focus is at the forefront of strategic and operational plans within the service to support continuous improvement and co-scrutiny.
- Build creative and effective working relationships to drive improvement and efficiency across the Council, working with strategic leads for Finance, Transformation, HR, Procurement, Communications, Legal and other functions as required. Constructively challenge senior managers to focus on mitigating business performance risks, where required.
- Contribute to the direction and review of core Housing Landlord strategies, policies and improvement plans to ensure they remain fit for purpose, strategically relevant, and demonstrate Regulatory impact and the customer perspective.
- Actively contribute to an agenda of continuous improvement across the Housing Landlord Service, including functions which recharge their services to the HRA. Advocate for, champion and lead on individual initiatives and projects aimed at enhancing services and evidence positive outcomes for residents.
- To identify and suggest any improvements to current ways of working in order to deliver and evidence a more efficient and effective service for residents.
- Contribute to the Council's transformation agenda, leading by example and inspiring others to embrace change.
- To lead on being the critical friend to colleagues across the teams to identify gaps and service improvements and develop business cases in collaboration with the Manager to deliver change.
- Develop and implement standards and procedures to ensure adherence to all Council, regulatory, and statutory requirements. Proactively identify potential issues at an early stage to prevent, address, or escalate them effectively. Produce and deliver work items and written reports punctually, meeting required standards while ensuring accuracy and an evidence-based approach.
- Ensure that systems and processes across teams are functional, well-integrated, and optimised to maximise their capacity. Collaborate with Corporate support teams to explore automation opportunities, aiming to minimise duplication and enhance efficiency.
- Work collaboratively with colleagues across teams and departments to support the effective resolution of complaints, ensuring a joined-up approach to service improvement.
- Take shared responsibility for addressing service issues identified through complaints, responding constructively and focusing on learning and improvement.

- Engage with complaints in line with professional standards and expectations set by relevant regulatory or professional bodies, maintaining integrity and accountability in all interactions.

7. Contacts

- Primary contact will be with colleagues including senior managers across the Landlord Service and across functions which provide services to the HRA.
- Frequent contact will also be with Heads of Service, Director's, Assistant Director's, Project Sponsors, Corporate Management Team and senior representatives from external organisations in both the public, private and third sector.
- Cross-service and Council-wide Boards, project and working groups which have a demonstrable impact on outcomes for residents.
- External contacts include Regulator of Social Housing, Housing Ombudsman Service, Building Safety Regulator, housing providers, Ministry of Housing, Communities and Local Government, West London Alliance, London Councils, Greater London Authority, Housing Directors other partner agencies and working groups as necessary.

8. Additional Responsibilities

- Adopt a creative and innovative mindset to drive improvements and provide assurance across the housing service. Set clear objectives and performance targets to measure success, leveraging benchmarking to evaluate practices and gain insights from others' experiences.
- Showcase and continuously enhance advanced, specialist expertise in housing law, regulations, and practices related to homelessness, housing management, repairs and maintenance, and housing development. Act as a Council authority on these matters, making informed decisions that effectively address the legal, reputational, and financial risks inherent in managing a housing service focused on meeting residents' needs.
- Adopt the professional characteristics of people working within the Housing Management Service as reflected in the Chartered Institute of Housing Professional Standards.
- Contribute to the outcomes on the Housing and Homelessness Prevention and Rough Sleeping Review Strategies.
- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- To write, agree, deliver KPIs per project, monitoring non-conformance and outlining actions for improvement.
- Contribute to individual and team performance targets, make suggestions for service improvements to ensure the delivery of excellent housing services, which deliver value for money.
- Contribute to the delivery of the Tenant Satisfaction Measures (TSMs).
- Deliver the agreed Personal Appraisal Goals.

This profile and job description is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of this role.

B. Person Specification

Housing Project Delivery Manager

This person specification will be used for recruitment to the **Housing Project Delivery Manager** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL √	DESIRABLE √
Educated to degree level in a relevant discipline or able to demonstrate significant comparable experience.	√	
Project Management or Change Management Qualification (PRINCE2, APM, APMG, other appropriate accreditation).	√	
Evidence of continuing professional development.	√	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL √	DESIRABLE √
Able and willing to work outside normal office hours, including attendance at evening and weekend meetings and events as required.	√	
3. EXPERIENCE	ESSENTIAL √	DESIRABLE √
Extensive experience of running successful programmes and projects which have driven or led to service improvements and/or change, managing risk	√	

and assurance programmes and delivering effective governance.		
Demonstratable exceptional leadership and management abilities, inspiring, motivating, and energising teams and employees while fostering a culture aligned with the organisation's vision, values, and behaviours.	√	
Experience of working with one or more change models.	√	
Experience of working on Housing Transformation and Change projects	√	
Experience of effectively influencing, negotiating and networking with a wide range of senior managers and other stakeholders.	√	
Working effectively under pressure, to prioritise and manage deadlines and demonstrate sound judgement and political awareness.	√	
Experience of producing reports and business cases for senior management and Members outlining recommended course of action supported by coherent and robust analysis.	√	
Experience of working in the public sector delivering a wide range of services.	√	
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
	√	√
High level of knowledge of own specialism and a strong working knowledge of a range of other cross cutting service delivery areas.	√	
Demonstrable project management delivery that goes beyond an understanding of the theory and project administration.	√	
An up-to-date knowledge of the changing face of local government and possible alternative service delivery methods.	√	
Strong analytical skills: able to gather data and read the results with insight.	√	
Ability to facilitate workshops, focus groups, stakeholder events, surveys and interviews.	√	
Ability to produce agreed actions plans with accountability for actions.	√	
Good understanding of the political context at a local level and working with Members in a constructive and sensitive way.	√	
Knowledge of diagnostic approaches with ability to evaluate complex systems and processes without holding subject matter expertise.	√	
Strong customer service ethos - understands the wider context of putting residents first.	√	
Financial acumen and reasoning, used to working with significant budgets.	√	

Ability to use Microsoft Office applications proficiently.	√	
The interpersonal skills necessary to ensure that business change and improvement are viewed positively, and gain buy in from those involved.	√	

Our values

Respect

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

Collaborative

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

Efficient

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

Integrity

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

Open and honest

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.