



**LONDON BOROUGH OF MERTON**  
**CORPORATE SERVICES DEPARTMENT**  
**JOB DESCRIPTION**

|                         |  |
|-------------------------|--|
| <b>POST TITLE:</b>      | Major Projects Manager   |
| <b>Grade:</b>           | MGA  |
| <b>Department:</b>      | Corporate Services   |
| <b>Location:</b>        | Various offices according to the needs of the service  |
| <b>Responsible to:</b>  | Head of Facilities Management  |
| <b>Responsible for:</b> | Feasibility, design and contract administration<br>Management of projects and maintenance works for schools and external bodies on a trading basis |
| <b>Post number:</b>     | 3 staff FTE<br>tbc   |
|                         | <b>Date:</b> Nov 2016  |

## **MAIN PURPOSE**

Responsible for managing all aspects of complex major projects involving co-ordination with consultants and contractors, financial and project planning, customer liaison and quality control.

Provides feasibility studies and design solutions for building maintenance and minor works projects to ensure a seamless delivery, ensuring that budgets and resources are optimised to best effect and to drive value from the Borough's portfolio.

Responsible for the strategic direction and management of the workload of the Facilities Major Project Team, which includes development and delivery of programmes of work up to £3 million and generation and maintenance of opportunities with schools and other partners. Manages and controls a range of specialist disciplines, which requires liaison with clients externally and across all Council directorates to ensure the smooth implementation of the works and minimising any disruption to service delivery

## **MAIN DUTIES AND RESPONSIBILITIES**

### **Professional**

Delivers full feasibility, design and contract administration services for building maintenance and minor works projects for the Borough's diverse property portfolio to ensure that these are effectively managed, controlled and delivered on time.

Responsible for individual projects to a value of up to £1million and work programmes in the region of £3 million per annum, and ensures that effective financial management processes are maintained within the delivery of this.



Ensures that building maintenance and minor works projects and services delivered through the Borough's agents, consultants and contractors are to the appropriate design standards to optimise building performance in respect of, energy efficiency, lifecycle maintenance and to meet the County's Corporate Governance responsibilities.

Utilises appropriate technical design specifications and standards for buildings and equipment, to keep abreast on market developments and apply this to specific projects.

Ensures that all contract administration on Measured Term Contracts or similar contracts are carried out, by chairing pre contract and contract progress meetings and the timely issuing of the necessary contract forms.

Prepares project budgets, financial data to inform project programmes and produces periodic progress reports on delivery and financial analysis.

Manages and assesses commercial and contractual risk and ensure that FM projects comply with regulatory and technical requirements

Keeps abreast of developments in the field of construction management and operate in accordance with modern good practice.

Secures business in management of building projects and maintenance works for schools and external clients on a trading basis, including overall responsibility for the delivery of the FM offer as part of the Schools Buy-back service.

Advises the Assistant Director, Head of Service and managers across the authority on construction management issues.

Undertakes work at a high level across a range of technical disciplines and commissions work and negotiates with external property professionals and liaises internally clients across all directorates

### **Team Management**

Provides effective leadership: vision, direction and support to the project management team.

Responsible for work programmes in the region of £3m per annum, and to ensure that effective financial management processes are maintained within the project management team.

Prioritises and allocates workload; takes appropriate action to ensure team performance including undertaking appraisals and regular one-to-one meetings with team members.

Identifies development needs and provides coaching to develop the skills and knowledge of team members.

### **Client Management**

Builds long-term, influential, strategic relationships with internal and external clients to understand their needs and act as a focal point for customer contact.



Excellent communication and advocacy skills both orally and in writing to work effectively at all levels and deals with complex issues and potentially contentious matters in a persuasive and sensitive manner.

Manages colleagues in their dealings with clients; initiates procedures to improve service to and relationships with clients.

### **Creativity & Innovation**

Undertakes work which requires creativity and innovative input and range of expertise to deliver appropriate solutions

### **General**

Works in accordance with Merton's Equal Opportunities, Health & Safety, Data Protection and other relevant policies and legislation.

Acts as a role model for the fair and respectful treatment of others, actively challenging discrimination and disrespect where necessary.

Required to be available to work outside normal business hours.

Represents the Head of Service, Director or council, as appropriate at external meetings.

Deputises for the Head of FM as necessary.

Any other duties commensurate with the grade of the post, as may be required from time to time

**November 2016**



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PERSON SPECIFICATION**

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**Grade:** MGA  
**Date:** Nov 2016

### **Knowledge, Experience and Skills**

- Substantial post qualification experience across a range of property portfolios, preferably including educational establishments and other public sector.
- Thorough knowledge of statutory standards for the management and maintenance of public buildings.
- Knowledge of procurement processes, relevant legislation and best practice, and of how these are applied to construction contracts.
- Understanding of the Contract role of relevant statutory bodies and utilities providers, and the ability to liaise with them effectively in the management, maintenance and development of the council's corporate buildings.
- Understanding of the processes of construction and building maintenance and the ability to plan and manage programmes of building works.
- A demonstrable commitment to achieving customer service excellence.
- Ability to build and maintain excellent working relationships across a broad spectrum of internal and external stakeholders including consultants, contractors, public and staff.
- Demonstrable experience of managing and leading multi-disciplinary teams, ensuring the highest professional standards and performance; able to lead and secure commitment from staff, to motivate and direct staff to succeed and to develop a productive and positive team culture.
- Ability to apply a methodical, logical and analytical approach
- Ability to work and collaborate with others to improve customer service.
- Ability to think, plan and act under pressure to meet deadlines and service priorities.
- Highly developed and persuasive communication and negotiation skills; including the ability to influence peers and more senior stakeholders to ensure that technical advice is acted upon and negotiate with suppliers on contractual matters.
- Excellent time management, organisation and prioritisation skills.
- Experience of setting, managing and controlling budgets

### **Understanding and Aptitude/Behavioural competencies**

- Innovative and creative thinker with ability to foster and maintain a culture of innovation, creativity and continuous improvement within the team
- Robust approach to managing contract performance



- Self-motivated
- Embraces change
- Effective communicator
- Customer focused
- Problem solver
- Decisive
- Team player able to work collaboratively
- Strong commercial acumen
- Flexible attitude

### **Education, Training and Qualifications**

- Degree or equivalent appropriate technical qualification at a higher level, such as BTECH HNC/HND in a construction related discipline
- Member of a recognised relevant professional body, such as Royal Institute of Chartered Surveyors (RICS); Chartered Institute of Builders (CIOB), or Chartered Institution of Building Services Engineers (CIBSE) etc

**November 2016**