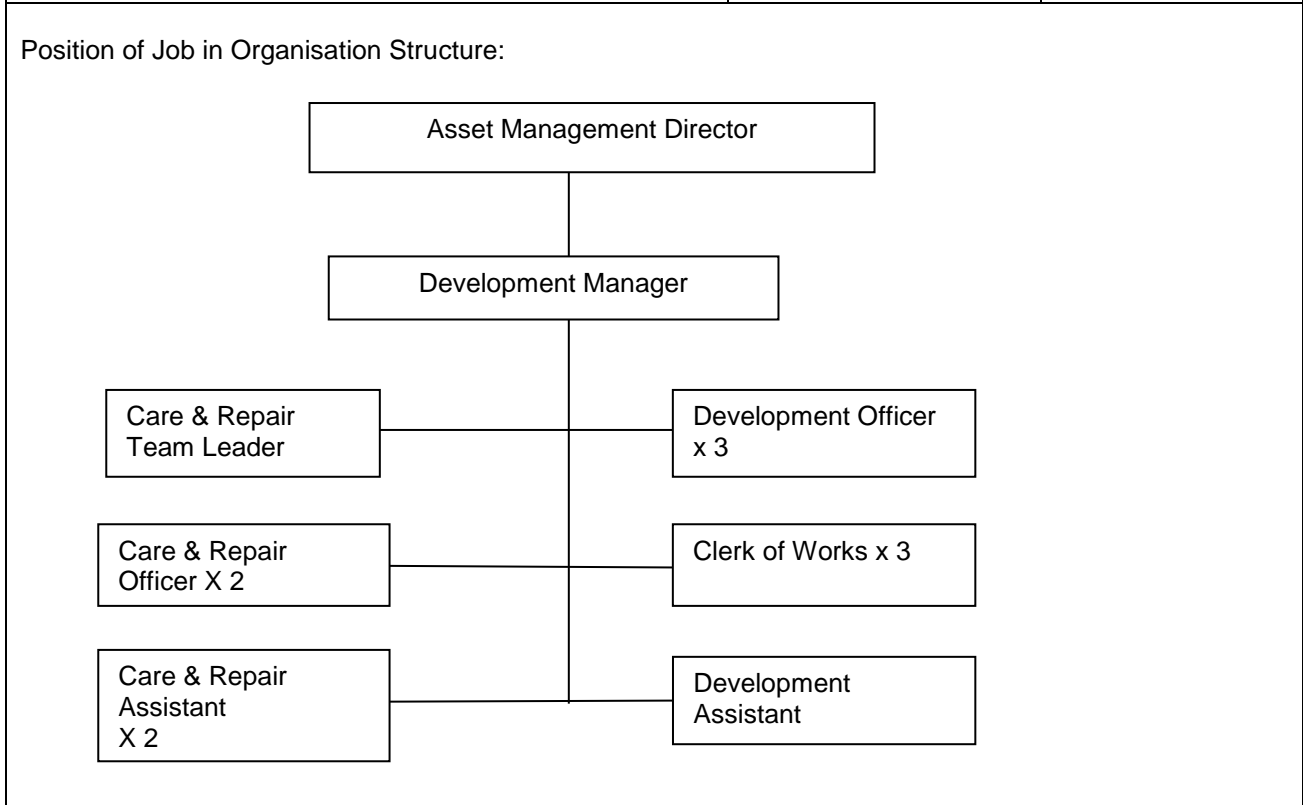


<p>Job Title: Development Manager</p> <p>Division: Asset Management</p>	<p>Job Holder:</p>	<p>Grade/salary As at 01/04/17 – range is £40,388 - £44,720 (norm is to commence at bottom of grade) + £990 p.a. Essential car user allowance</p>
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Main Purpose of the Job;

To deliver growth through new development in terms of the Association’s Business Plan, including tenure diversification.

To manage the new build programme ensuring delivery of projects on time and within budget, and to assist from time to time with the delivery of the Association’s maintenance programme.

To manage the delivery of the Care & Repair service and achieving high levels of performance and customer satisfaction in the delivery of the service.

<p>Core responsibilities:</p> <ol style="list-style-type: none"> 1. Prepare the Association’s Development Strategy, and manage delivery of this and the Care & Repair service through demonstrable performance and resource management 2. Identify and secure sites for New Developments, prepare project proposals, funding bids and feasibility studies, and 	<p>Key results/outcomes/impact</p> <ol style="list-style-type: none"> a. 5 year Development Strategy, linked to the Association’s Asset Management Strategy b. Investment plans reflect Scottish Government and Local Authorities’ priorities c. Capital and overhead income and expenditure budget a. Project Risk Appraisals completed and approved for
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<p>obtain necessary approvals to proceed</p> <p>3. Ensure all investment in New Development represents value for money, projects are procured effectively and delivered on time and within budget</p> <p>4. Manage the delivery of the Care & Repair Service within budget and ensure high standards of customer service throughout</p> <p>5. Set and monitor appropriate quality standards for all New Development and the Care & Repair Service.</p> <p>6. Prepare proposals and deliver alternative tenure projects including, where applicable, providing services to subsidiaries of the Association</p> <p>7. Manage and develop the Development and Care & Repair teams and ensure commitment to a customer focussed high quality service</p> <p>8. Maintain links within asset management department, and with operations, finance and business services departments</p>	<p>all new projects</p> <p>b. Business Plan growth targets met or exceeded</p> <p>a. 5 year procurement plan prepared</p> <p>b. Effective liaison with Procurement Officer to ensure delivery</p> <p>c. KPIs for capital and overhead income and expenditure met or exceeded</p> <p>d. KPIs for project delivery met or exceeded</p> <p>e. KPIs for customer satisfaction met or exceeded</p> <p>a. 3 year business plan prepared for Care & Repair project and agreed with Local Authority</p> <p>b. KPIs for capital and overhead income and expenditure met or exceeded</p> <p>c. KPIs for project delivery met or exceeded</p> <p>d. KPIs for customer satisfaction met or exceeded</p> <p>a. Association standards for New Development and Care & Repair service</p> <p>b. Performance standards met or exceeded for all contracts and contractors</p> <p>c. KPIs for Customer satisfaction met or exceed</p> <p>a. Project Risk Appraisals completed and approved for all new projects</p> <p>a. Individual work plans for Development and Care & Repair team</p> <p>b. Individual KPIs met or exceeded</p> <p>a. Accurate housing and contractor database</p> <p>b. Appropriate record keeping for all asset management functions</p> <p>c. Internal service level agreements met or exceeded</p> <p>d. Schedule of internal communications met</p> <p>e. Regular meetings with other departments to discuss planning and delivery of New</p>
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<p>9. Implement tenant, customer and community participation and involvement in relation to New Development and the Care & Repair service</p> <p>10. Manage strategic and operational relationships with external agencies, including Scottish Government, Local Authorities, contractors, consultants and others</p> <p>11. Implement policies and procedures that ensure regulatory and statutory compliance, as well as ensuring consistency across the service</p>	<p>Developments and Care & Repair service</p> <p>a. Complaint targets met or exceeded</p> <p>b. Customer satisfaction KPIs met or exceeded</p> <p>c. Community support for new developments</p> <p>a. Regular meetings with external agencies</p> <p>b. Contractor/consultant performance targets met or exceeded</p> <p>a. Schedule of regulatory and statutory compliance, and associated action plans</p> <p>b. Project management flowcharts accurate and up to date for all New Developments and all Care & Repair cases</p>
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Accountability:

Approximate Budget (per annum):
 Development Expenditure - £10m
 Care & Repair grant funding - £1,500,000
 Small Repairs Service - £400,000

Staff – 12:

KPI's:
 Departmental KPIs
 Budget Control
 Project Delivery
 Customer Satisfaction

Responsible to: Asset Management Director

Responsible for: 2 x Care & Repair Officers, Clerk of Works, 2 x Care & Repair Assistants, Property Assistant

Key relationships with:

Internal:
 Operations Team – delivery of projects, Care & Repair service, Stage 3 Adaptations
 Finance Team – budgetary control; procurement
 Business services Team – KPI reporting; Corporate reporting; External communications

External:
 Scottish Government
 Local Authorities
 Other RSLs
 SFHA
 Contractors
 Consultants
 Solicitors

Residents/tenants groups
Voluntary/community groups
Elected members

Essential knowledge, experience, skills and competences:

Knowledge:

Technical knowledge of new build development; Land acquisition and property ownership; Governance matters in relation to subsidiaries; Procurement & delivery of Building and other related contracts; Building and maintenance costs; Planning and Building Standards; Standards of customer service; Local and central government strategy/policy

Successful experience:

Staff leadership and management; Budgetary responsibility and control; Project or construction management; Operated as part of management team; Performance management; Delivering a customer focussed service; Negotiation with, and management of external contractors

Skills and competences:

Analysis of data to assess key issues & requirements and translate into reports and project briefs; Project management of contracts from start to handover; Performance management; Dealing with contractors, consultants, external agencies, members of the public, Tenants and other owners; IT skills to use housing maintenance database, spreadsheets etc; Preparation and management of short, medium and long term budgets; Preparation of policy documents; excellent communication skills at all levels; Ability to innovate; Commitment to customer satisfaction and quality; Schedule workloads

Qualification levels:

- Degree in Building/Architecture/Quantity Surveying or equivalent, or
- MRICS Qualified/Part-Qualified or equivalent, or
- Relevant building/development industry experience

Other

- Current driving licence to undertake travel in Tayside/West Dunbartonshire and Highlands for the needs of the job.

Sign off **Date**

Specific targets agreed:

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Review date.....