

# Project Delivery Officer (Property & Development)

**This Role Profile will give you a broad perspective of the role.**

This isn't a 'to-do' or task list, but instead gives an outline of what needs to be accomplished in the role, as well as the skills and qualities you'll need in order to be successful.

The salary grade is F: currently £28,935 to £36,169 pa. Starting salary is negotiable and will be dependent on experience.

Loreburn's rewards and remuneration model means there is earning potential up to £43,403 pro-rata, dependent on sustained performance over time and delivery of our GREAT Values.

This position is 35 hours per week and is home-based. You'll be reporting to the Head of Development (Graham Robertson)

Our trust-based flexible working means that although you're expected to provide a responsive service, we're open to you working flexibly. This means you never have to miss those important events in life, and you can always talk to us if you need something more regular.



# The Opportunity

**We like to think big at Loreburn, but it's the little things that make us special.**

The opportunity will allow you to join our Property & Development Directorate and project manage new build projects within our highly ambitious Development Team, and also the opportunity to become involved in our energy efficiency upgrades to existing housing stock. The job will see you deliver affordable housing projects, from inception to completion, on a number of sites across Dumfries & Galloway. We have plans to build over 300 Passivhaus standard homes over the next five years and this will cement our status as a market leader in the development of homes to this extremely high specification. The role will not only give you the opportunity to shape our development plans but also our commitment to improve our existing housing.

You'll be at the forefront of our Property & Development directorate, with a key role to play in delivering our exciting projects and to also provide a friendly and helpful services to our customers. You'll be involved with external and internal stakeholders, Design Teams and contractors so that together we'll achieve results that deliver GREAT products and services to our customers and communities.

Although you'll be home-based with the majority of internal and external project meetings being virtual, you'll not feel alone. Between taking calls, answering emails and working with your team and the wider organisation, you'll also have the opportunity to be out on site to see your hard work come to fruition. Our company catch up days will ensure you always feel part of Loreburn and your team are only ever a Microsoft Teams call away!

## The Job

As a Project Delivery Officer, your main role will be to identify and deliver value for money new build developments and energy efficiency upgrades to our existing stock, from feasibility through to completion and handover.

You'll provide a full project management and delivery service, and you will be responsible for identifying potential projects, feasibility, including financial appraisals, ensuring the design of projects are in line with our Design Guide and monitoring projects on site, including budgetary control. The role will also see you provide an excellent customer service pre and post completion of any projects delivered.

You will also be expected to support your Property & Development teammates as and when priorities dictate.

There'll always be opportunities for you to develop your skills and knowledge base and for you to progress your career.

You'll need to be a friendly and approachable person with a positive approach, who is solution focussed and utterly committed to delivering an exceptional customer experience.

Although you'll be supported by your team, being comfortable working by yourself, and feeling confident to resolve issues wherever you can, is important.

You'll need the skills and resilience to deal with the occasional tough conversation, but the rewards will more than make up for it. Together we are working to create GREAT places to live and watch our people and communities thrive.

Creating Great  
Places to Live



# Day-to-Day Responsibilities

On a typical day, you'll be:

- ◇ Identifying key areas of housing need and demand across Dumfries & Galloway which will feed into strategy planning and enable resources to be targeted to deliver potential development opportunities in line with need and demand.
- ◇ Identifying development opportunities, acquisitions and undertaking feasibility, risk, and financial appraisals to assess suitability.
- ◇ Assisting the Heads of Service within the Property & Development directorate in the preparation of appraisals, updates and reports as required for Loreburn Executive Team and Management Committee.
- ◇ Working with other stakeholders, relevant agencies, community councils, customers, and colleagues to gain support for schemes in local communities
- ◇ Project managing the delivery of individual developments appropriately, including: -
  - The instruction of solicitors, consultants, and valuers
  - Develop a suitable design brief for each project working with the Head of Development or Head of Asset Management, internal and external stakeholders
  - Attend Design Team and project meetings to approve designs and tender documentation
  - Conduct effective consultation with internal and external stakeholders
  - Ensuring appropriate contracts are entered into for each project
  - Authorise payments to contractors and consultants
  - Apply for and draw down funding from our external funding partners
  - Ensure projects are managed within the budgets allocated. This will include monitoring and managing Design Teams as well as contractors
  - Ensure all relevant information is available to Housing Services and Asset Management staff
  - Ensure the seamless handover of projects to internal and external clients including Loreburn's Housing Team and our customers
  - Provide post-handover support for our customers both internal and external
- ◇ Taking ownership of issues, focussing on providing solutions and keeping customers up to date
- ◇ Resolving customer queries around maintenance and repairs
- ◇ Liaising with colleagues in the Asset and IHR teams for updates and work planning
- ◇ Providing a front line resolution to customer complaints whenever you can
- ◇ Getting involved as we progress our plans and ideas for the future

If you hadn't already guessed, you'll make a huge contribution to our organisational priorities, by always taking pride in what you do and striving to meet our collective performance goals and outcomes.

All the while, you'll need to do this with these key things in mind: giving an outstanding customer experience and doing so in ways that keep our promise to use resources efficiently for the biggest benefits.



# Your Capabilities and Character

We value adaptability and a positive attitude. You'll be right for this role if you...

- ◇ Can represent Loreburn positively and are passionate about delivering an exceptional customer experience
- ◇ Have experience in project management, preferably in construction or maintenance
- ◇ Are IT literate and confident using the MS package. You'll need to be keen to learn and keep pace with our technology journey
- ◇ Can communicate clearly and effectively
- ◇ Are resilient and can remain positive, even when things get difficult
- ◇ Can think creatively to achieve the right outcomes and solutions
- ◇ Can be flexible in your approach to work and your ability to meet the needs of our organisation
- ◇ Are open to innovation and challenging the status quo to achieve more, learn and grow
- ◇ Are comfortable with the degree of lone working. You'll need to work efficiently in an often fast paced environment
- ◇ Work well as part of a team but can act on your own initiative when needed
- ◇ Working closely with your team and external teams to deliver Great places to live
- ◇ Believe in our 'one team' approach - working together to find solutions and support one another in our work

## Qualifications and Criteria



### Essential

Construction based qualification to HNC / HND or degree level or a proven track record of experience in the construction industry



### Desirable

Experience of working with an affordable homes provider or Registered Social Landlord

Being home based, you won't routinely be required to travel. If you do, and you use your own vehicle, you'll have a nominal base of Dumfries for business mileage claims. For this role you'll also need a basic disclosure.



# What makes us GREAT?

Our benefits, rewards and recognition have put us up there as one of the best employers in our sector. Take a look at some of the benefits you'll enjoy:

- ◇ Opportunities for development, including protected learning time
- ◇ A caring workplace
- ◇ Generous paid holiday allowance, starting at 35 days pa and increasing with performance
- ◇ Home-based working
- ◇ Longer weekends with our Early Finish Fridays every four weeks
- ◇ Westfield Health Scheme providing a range of health and consumer benefits
- ◇ A work environment where creativity is encouraged
- ◇ Our unique 'Be-Ing You' principles allow flexibility for those important appointments in life
- ◇ Flexible and generous pension scheme

We're all unique but the one thing we share at Loreburn are a commitment to our values...

OUR VALUES				
G	R	E	A	T
Growth Mindset	Respect	Exceptional Customer Experience	Accountable	Together
We aim to be the best and continue to learn, grow and change to achieve this	We care about all that we do and how we do it	We always put the customer first, with a strong commitment to positive proactive ways of working	We are responsible for all that we do and are happy to learn from our successes and failures	We deliver our best results when we work as a team

## Think you're a good fit?

Join us on our journey to be the best Housing Association in Scotland!

