

<b>Job Title</b>	Housing Management Operational Project Lead
<b>Business Stream/Department</b>	Retirement Living
<b>Reports to</b>	Project Sponsor (Director of Retirement Living)
<b>Direct (and indirect) Reports</b>	Yes
<b>Travel</b>	Occasional with overnight stay
<b>Grade</b>	12

<b>Job Purpose</b>	
<p>To play my part in providing high quality housing with support or care for older people, enabling them to live well with dignity and autonomy.</p>	
<p>To provide Housing 21 with an operational project lead focused on the effective delivery of the new Housing Management System and related services as required. Responsible for ensuring the solution meets the organisational requirements and is adopted effectively by operational teams to achieve intended benefits.</p>	
<p>The role will manage a group of Housing Management ‘subject matter experts’ working across key areas of functionality within the Housing Management System, working alongside the project team and reporting into the project sponsor. This will be a pivotal role in representing the overall project requirements, change management, and implementation for our operational services.</p>	
<p>Lead the operational teams and work alongside other team project stakeholders to review, schedule and deliver the housing management system and associated data reporting within the parameters of the Housing 21 project management framework and governance.</p>	
<p>This role will own the functional design, testing and implementation and embedding during the project lifecycle and co-ordinate with internal and external stakeholders accordingly. The role will require an individual with robust knowledge of housing management, projects and experience of delivery in a change environment.</p>	
<p>The role will be focused on delivering customer focused outcomes into our operational teams and must take accountability for the performance and delivery of the project into service operations.</p>	
<p>The job holder will make sure that they fully understand and fulfil their responsibilities in respect of both Health &amp; Safety, Diversity &amp; Inclusion and Data Protection.</p>	
<p>This profile is not exhaustive and other activities at a similar level may need to be carried out.</p>	

<b>Key Accountabilities</b>	
1.	Reporting to the project sponsor on the overall progress as the operational representative on the project and taking a day-to-day operational lead for the end-to-end delivery of the housing management system.
2.	Overall accountability for identification and prioritisation of business requirements to ensure the HMS design, functionality and adoption improves compliance, enhances

	reliability of reporting, and delivers automative efficiencies/ benefits that improve resident experience -enabling managers to spend more time with residents.
3.	Ensure the HMS meets regulatory and legislative standards and reporting obligations, including those set out in; RoSH Consumer Standards and key housing and building compliance legislation as well as data protection. Work with the project manager to ensure that all key operational decisions have appropriate audit trails, records, and compliance documentation. Escalating key risks and decisions to sponsor where required.
4.	Lead a team of Housing Subject Matter Experts across various areas of Housing Management services to ensure effective ownership of the system delivery. Co-ordinate change and communications activities with the wider operational user and stakeholder group.
5.	Work alongside the Project Manager and IT Business Partner and report to the project sponsor, ensuring delivery of project plans, milestones, risk logs, and reporting dashboards to ensure clarity and accountability.
6.	Own the operational stakeholder elements of the project such as Functional & Reporting design requirements UAT testing Catalogue Key Decisions Training Benefits realisation Working with and holding to account other project delivery stakeholders for their role in the project items identified.
7.	Work with project team to identify improvements to existing processes and encourage digitisation of transactional processes where possible.
8.	Act as the liaison between Operations, Housing Management, IT, Assets/Repairs, and Finance to ensure project alignment. Build strong relationships with contractors, consultants, and external service providers. Facilitate workshops and stakeholder meetings where required.
9.	Ensure that data reporting and insights are clearly defined and understood in the implementation of the solution and the project delivers to requirements.
10.	Work with the wider project team to plan for the effective adoption and embedding of the new system and associated reporting, ensuring safe transition into 'business as usual' and that suitable support is available to optimise longer term benefits from this change.

<b>Knowledge and Experience</b>	
Evidence of efficient delivery of projects using Agile and Waterfall methodologies	Essential
Experience of designing and delivering changes to Housing Management Services, with system implementation and process improvement	Essential
Experience of working with senior stakeholders, project and technical specialists	Essential

Proven experience of working on a project implementation of a HMS	Essential
Understanding of business practices and dependencies	Essential
Substantial knowledge of project management governance frameworks	Essential
Experience of working in technical projects such as migration of data or integration of systems	Desirable
Strong understanding and application of Social Housing Regulations and legislation	Essential
Strong understanding of the needs and priorities of our operational teams and devolved model and experience of delivering end to end service reviews and implementing associated change	Essential

## Skills and Behaviours

Committed to following our guiding principles, <a href="#">21, Better, Experience</a>
Ability to develop and manage key relationships at a strategic level using complex and informal influencing to build support for ideas and to gain approval from others
Responsible for providing direction, focused challenge and maximising return on assets taking into account the organisational position relative to the external environment. Builds the reputation, profitability, culture and viability of the whole organisation
Ability to lead a strategic and/or multi-disciplinary function that will impact all parts of the business. Responsible for making strategic decisions which contribute to the long-term success of the company and delivery of corporate objectives
Contribute to the development of the corporate strategy, understanding challenges and uses' ability to analyse and resolve issues where there is no clear solution. Resolve long-term complex problems, evaluating the impact of political, economic, social and technical factors
Excellent organisational skills and a track record in implementing change-management and digital projects

## Qualifications and Training

Relevant degree or equivalent experience in Housing Management	Essential
Project management training and accreditation (Lean & AGILE)	Desirable
ITIL foundation & transition.	Desirable