



Paragon Asra

PA Housing



Technical Manager

*Passionate about delivering more
affordable homes and great services*

oceanedge.biz/PAH

working in partnership with

OCEAN EDGE
EXECUTIVE SEARCH



We need motivated and driven people who will be able to help us achieve our goals.

About us

PA Housing is ambitious about growth.

We are dedicated to increasing our development programme to enable us to build 500 new homes per year predominately focused within London and the South East. We are financially strong and have an excellent reputation.

We need motivated and driven people who will be able to help us achieve our goals.

Our history

In April 2017 asra Housing Association and Leicester Housing Association – both part of asra Housing Group – amalgamated with Paragon Community Housing to create Paragon Asra Housing (PA Housing). One of the main reasons for the amalgamation was to help meet the need to build more homes.

We have created an ambitious and dynamic housing association and together we own and manage almost 24,000 homes in London, Surrey and the Midlands.



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an ambitious and
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association

An exciting future

Creating more affordable housing is central to our future and we relish the challenge of developing more quality, affordable homes for our customers.

We aim to deliver an annual programme of over 500 units focused in London and within the M25.

However we are about much more than just bricks and mortar. We focus on the wellbeing of the people we serve and have exciting plans to help our neighbourhoods prosper and thrive.

We have the potential to achieve brilliant things in the future and we look forward to unlocking the benefits which PA Housing can bring – to our customers, our employees and in the wider community.

Our success and our plans for the future would not be possible without our dedicated team of staff members. Every one of our employees help to make a difference to the lives of our residents and other local people, and we look after our team members well.

We are looking for a Technical Manager to help drive us forward. The role is central in helping us achieve our exciting plans for the future to ensure the organisation can grow and even more people can benefit from our

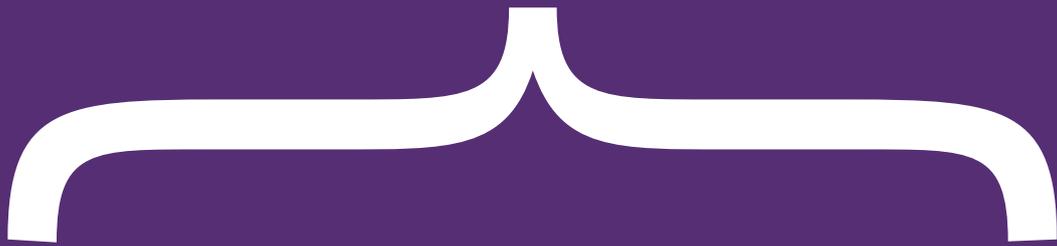
exceptional services. You will take the lead in project managing new schemes from inception to completion; ensuring projects are delivered on time and on budget.

It's a really exciting time to join PA. If you would like to join us, we look forward to your application.



Our values

Our values underpin everything we do and our culture and behaviours define how we do things.



Always do the right thing

We offer the best quality service that we can.

We are dedicated to our people.

We are honest, open and responsible.

We challenge ourselves to be the best.

We always look for best value.

There when you need us

We always offer solutions.

We listen and take action.

We deliver on our promises.

You can count on us.

We treat people as we would want to be treated.

We never give up

We are ambitious.

We are unashamedly bold.

We work together to make a difference.

We welcome innovation.

We show courage in our pursuit of growth.

We create a culture that people want to be part of.

A great place to work

We pride ourselves on our 'can-do' approach and our caring, staff team.

PA Housing is an extremely welcoming and friendly place to work. We have a philosophy of continuous improvement and invest in our staff, giving employees support and encouragement to flourish. As a result our team members are committed to delivering value for money and excellent customer service.

Working for PA is incredibly rewarding. Everyone in our team makes a difference to people in the diverse and vibrant communities we serve.

In turn, we reward our staff for their dedication by offering competitive salaries and an excellent range of employee benefits including:

- Opportunities to develop your career through internal and external training, professional qualifications, career coaching etc.
- Onsite parking for our Surrey Office
- Auto enrolment pension scheme
- Health Cash plan for discounted optical, dental and health
- Car allowance
- A dedicated learning and development plan for every employee

Equal opportunities

We are an equal opportunities employer and we make sure that every step of our recruitment process is fair.

Role profile

Technical Manager

Location: Walton on Thames/ London

Dept: Business Development (Development and Sales)

Salary: £50,000 + £1,874 pa essential car user

Hours: 35 hours per week

PA Housing is an award winning provider of affordable, quality homes, but our business is about more than property – it's about people. We aim to put our residents at the centre of everything we do and offer first class services to all.

Our business is built around decades of experience in the social housing sector across the Midlands, London, Home Counties and the South East. We hold a stock of more than 24,000 homes and employ 600 plus staff to provide a high standard of service to our householders.

Our success and our plans for the future would not be possible without our dedicated team of staff members. Every one of our employees help to make a difference to the lives of our residents and other local people, and we look after our team members well.

We currently have an opportunity for a Technical Manager to provide technical support from inception to handover, support the effective management of development projects and lead on a new Consultants and Contractors framework.

The role involves managing other staff and also assisting to prepare bids, complete risk analysis and work with Development Managers to ensure all projects comply with Design & Quality standards.

The successful candidate will have:

- A degree level or extensive technical knowledge of building standards, design and construction technology.
- Membership of a professional body associated with the construction industry e.g. CIAT, RIBA, CIOB or RICS.
- Experience of working with Home England & GLA funding procedures.

- A strong awareness of Health & Safety within the construction industry.
- Extensive experience of supporting the delivery of complex construction schemes from inception to completion.

This is a great opportunity for an enthusiastic and motivated individual to work as an integral part of a dedicated Development team.

We recognise that people are at the heart of our business and that success is dependent on enthusiastic and committed colleagues. We make sure they feel supported and encourage a culture of opportunity and learning to enable colleagues to fulfil their potential and make a real difference to people's lives every day.

Working for PA is incredibly rewarding. Everyone in our team makes a difference to people in the diverse and vibrant communities we serve.

In return, we reward our staff for their dedication by offering competitive salaries and an excellent range of employee benefits including:

- 26 days annual leave entitlement per annum plus bank holidays (pro rated for part time roles).
- Opportunities to develop your career through internal and external training, professional qualifications, career coaching etc.
- Generous pension scheme.
- Health Cash plan for discounted optical, dental and health.
- Perkbox – High street discounts.
- Long Service Awards.
- Health and Wellbeing initiatives.
- Walton on Thames is located 10 minutes from the M3 and 30 minutes from the M25.
- Our London offices are near Borough Market and Southwark Street tube station.

PA Housing - Passionate about delivering more affordable homes and great services

Main Purpose of Job

- To provide technical support on all schemes in the development programme from inception to completion including support in resolving defects and post handover issues.
- To line manage the Clerk of Works and Aftercare & Defects Coordinator to assist in the delivery high quality new homes.
- To work with colleagues within our New Business, Regeneration, Programme Delivery and Sales to provide technical advice as required.
- To support the effective management of the development projects to meet all growth and asset management targets, and support the Development Managers within the overall team to ensure the delivery of each project to the required time, cost and quality standards.

- Develop and maintain new Employers Requirements, Design Brief and update with current technical standards and obtain approval from all internal stakeholders.
- Lead on the appointment of a new Consultants and Contractors Framework to deliver our programme of new homes with support from the Assistant Directors (New Business/Regeneration and Programme Delivery, and the team).

Key Tasks and Responsibilities

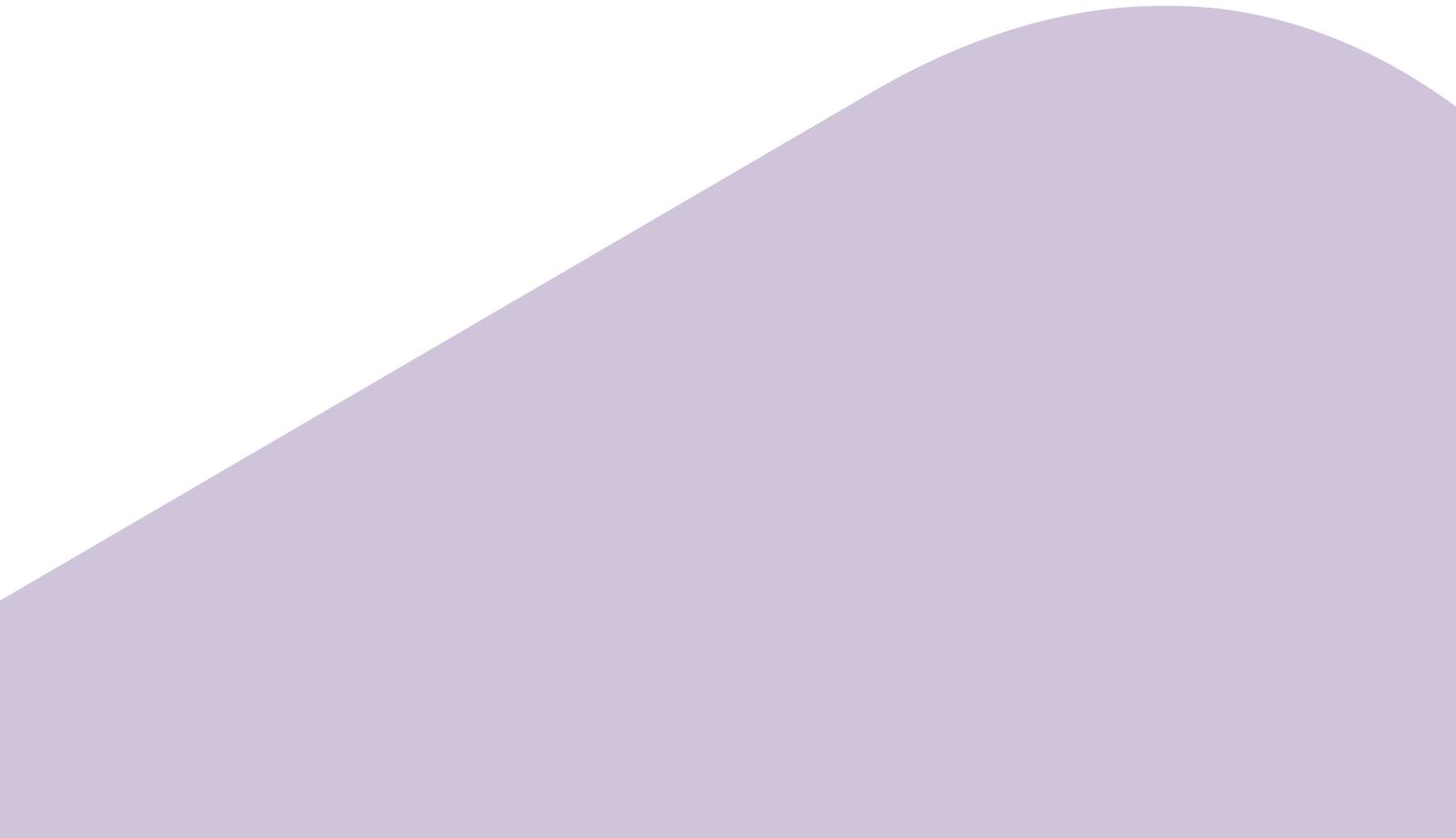
- Support the development staff and provide advice on technical and quality related matters at all stages of the development process from initial scheme feasibility, consultant engagement and procurement, through to design and practical completion.
- Provide technical advice and support our Development Managers and colleagues on the delivery of all housing development schemes of all tenures, including Rent, Shared Ownership and Private Sale. Also, commercial space which may form part of the scheme.
- Work with the development team to plan and manage the schemes to ensure that the highest quality standard is achieved at Practical Completion stage and at Handover stage to our client departments (Sales/Housing Services/Leasehold Services).
- Liaise with our Sales & Marketing; Housing Management and Maintenance team to ensure the Affordable, Shared Ownership and Private Sales homes are delivered to meet agreed Specification fixtures and fittings.
- Assist in the preparation of bids to funding bodies as required.
- Carry out a risk analysis in collaboration with the Development Manager and Employers Agent to review and quantify any technical risks and agree strategy to mitigate, off-set or eradicate the risks; or ensure there are appropriate cost and time allowances included within the overall budget and programme.
- Review layout plans and provide advice on proposed Mechanical & Electrical Layouts; Kitchen and Bathroom layouts, room layouts, Communal and External Works layouts.
- Where required liaise and review schemes with our Housing, Maintenance and Sales colleagues to obtain any feedback on proposed schemes and capture any concerns, proposed amendments, design efficiencies and best practice. Feedback to the Development Manager for consideration as part of the design review process.
- Ensure projects meet the PAH's Corporate Plan Objectives and Development Strategy and that they comply with all funding conditions, relevant Quality Standards and that accurate scheme and Audit files are maintained.

- Liaise with the Development Managers to ensure that all projects comply with our Employers Requirements, the relevant Design & Quality Standards, Nationally described space standards and that the requirements of any Investment Contract are met.
- Manage the Clerk of Works officer to ensure allocated schemes are visited regularly and that a Site Inspection Report is produced to report on quality, progress and compliance with our requirements and standards. Ensure that any areas of concern are reported to the Development Manager.
- Manage the Aftercare & Defects Coordinator to ensure that all defects are resolved by the contractors during the Defects Liability Period (typically within 12 months of Practical Completion).
- Lead on the management of the new PAH Framework of Consultants and Contractors. Assist with the call off and direct selection procedures for new schemes and all communication with consultants and contractors.
- Develop and maintain productive working relationships with key strategic partners where required. These will include key Local Authorities, property developers, contractors, GLA, Homes England, local housing association partners, landowners, agents, private landlords and consultants.
- Maintain positive working relationships with internal customers and attend regular update meetings with the PAH subsidiary organisations, if requested.
- Seek to promote the PAH development programme to enhance the PAH reputation as an effective developer and assist in the preparation of publicity information and functions.
- To project a positive image of the PAH by providing an excellent level of customer service to the services' internal and external customers, including dealing with complaints.
- Contribute to the effective and efficient running of the business and Department, achieving targets and objectives that are set.
- Contribute to the introduction of new innovations or advances in development practice.
- Prepare and input Key Performance data for benchmarking purposes, if required. (SDS Catalyst software).
- To promote diversity in all aspects of involvement, scheme design, construction and professional services procurement.
- Flexible working between the London and Walton offices.
- Use your creative flare to find solutions to project challenges.

Performance Measures

- Contribute to monthly reports and provide regular updates on progress to all internal departments including the Leadership Team, Development Project Board, Development and Asset Committee and main Board, as required.
- Ensure schemes are delivered to meet Start on Site and Practical Completion targets as approved by our Development and Asset Management Committee and as agreed with the GLA and Homes England and the Programme Manager.
- Ensure tasks agreed at 1:1 meetings with your manager are met.
- Achieve all personal annual Appraisal targets.

Relationships & Contacts

- **Internal:** - Housing Services, Sales & Marketing, Asset, Finance and Customer Services teams.
 - **External:**- Contractors, Consultants, Local Authorities, Customers, GLA and Homes England.
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Person specification

The following list of skills, knowledge, experiences and personal characteristics are classed as essential criteria for the role of Technical Manager. Please consider how you meet these criteria to help inform your application and interview.

Attitude

- Team player.
- Puts customers first.
- Passion for service excellence and continuous improvement.
- Displays a 'can do' attitude with drive and enthusiasm.
- Always lives the PA values.
- Self motivated and effective self starter.
- The role will require frequent travel and regular site visits requiring the ability to drive, possession of a full driving licence and ownership and use of a car.
- The position will require a DBS check to be completed.

Qualifications

- Educated to degree level or the ability to demonstrate extensive technical knowledge of building technical standards, design and construction technology.
- Membership of professional body associated with construction industry e.g. CIAT, RIBA, RICS or CIOB.

Skills

- Communicates effectively.
- Customer focused.
- Prioritises and multi-tasks effectively to meet deadlines.
- Ability to build and maintain effective relationships.
- Ensures policies and procedures are adhered to.
- Proven ability to work to strict deadlines.
- Excellent interpersonal and communication skills, able to co-ordinate, lead, motivate and work as part of a team with good judgement and ability to problem solve.
- Good financial and commercial awareness.
- Able to work on own initiative, make decisions and take responsibility for initiating action.
- Commitment to excellent customer service and promoting equal opportunities.

Knowledge

- Knowledge of housing strategy issues for London & the South East.
- Working knowledge of Homes England & GLA funding procedures, Design & Quality Standards, project management and construction.
- Demonstrate an awareness of diversity and accessibility issues relating to housing and housing design.

- Strong awareness of Health & Safety within the construction industry, CDM regulations and JCT D&B contracts.
- Demonstrate good design and technical knowledge of new house and apartment building, avoidance of defective works and quality site inspection procedures.

Experience

- In excess of 5 years experience of supporting the technical delivery of complex construction schemes from inception to completion, and through into defects.
- Experience of new scheme procurement including – scheme optimisation, Two Stage tendering, managing the design process and monitoring scheme progress and programme.
- Experience of delivering schemes under JCT Design & Build Contracts and Development Agreements.
- Experience of dealing with technically challenging schemes and providing professional technical guidance on design matters and construction to development team to deliver the scheme and minimise the impact for PA Housing.
- Significant experience of dealing with contractors and consultants during the development process.
- Experience of managing and developing staff.
- Experience of using MS Word & Excel, Outlook and PowerPoint at intermediate level
- Experience of working with a Registered Social Landlord or property developer.
- Experience of using SDS Proval, PAMWIN, Sequel and Catalyst, and use of electronic documents and drawings.
- Experience of using CAD or traditional methods to prepare or review scheme design proposals.

To apply for this role

Please email your CV to our recruitment partners Ocean Edge Executive Search at **jobs@oceanedge.biz**

For an informal chat please call Ocean Edge on **023 8000 1153**

Closing date:
Friday 10 May 2019

Working in partnership with Ocean Edge Executive Search
www.oceanedge.biz/pah

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