



L&Q

# Development Manager

## Development and Project Management

Permanent & Agile Contract (average 40% office based)

Base Office: West Ham Lane, London, E15

Salary Range: £53,179 - £70,326 subject to experience  
plus £5,500 car allowance

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Working in partnership with Ocean Edge Executive Search

[www.oceanedge.biz/lq](http://www.oceanedge.biz/lq)

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# Introduction

**L&Q is one of Britain's leading housing associations, with 105,000 homes across London and the South East, The Midlands and the North West.**

We are an ethical, inclusive and values-based organisation with a long-term vision - that everyone deserves a quality home that provides them with the opportunity to live a better life.

Our roots go back to the 'new wave' of housing associations created in the 1960s, born out of a growing social consciousness around housing and homelessness. In October 1963, the combined dream of 32 young professionals to end homelessness, and a total investment of £64, created the multibillion social business we are today. We set out to provide quality, affordable homes for the most vulnerable in society and it is that same fundamental mission that drives us today.

We focus on the needs of our existing social housing residents by investing in their homes, local communities and services. We also create quality homes to suit a whole range of aspirations, incomes and stages of life, for private rent, shared ownership and outright sale.

Our social purpose drives us to deliver quality services to our residents. Not just homes, but also education, training and care and support services. We build aspiration, opportunity and confidence in our communities through our £250 million L&Q Foundation. We believe everyone should have the same chances in life no matter where they live.



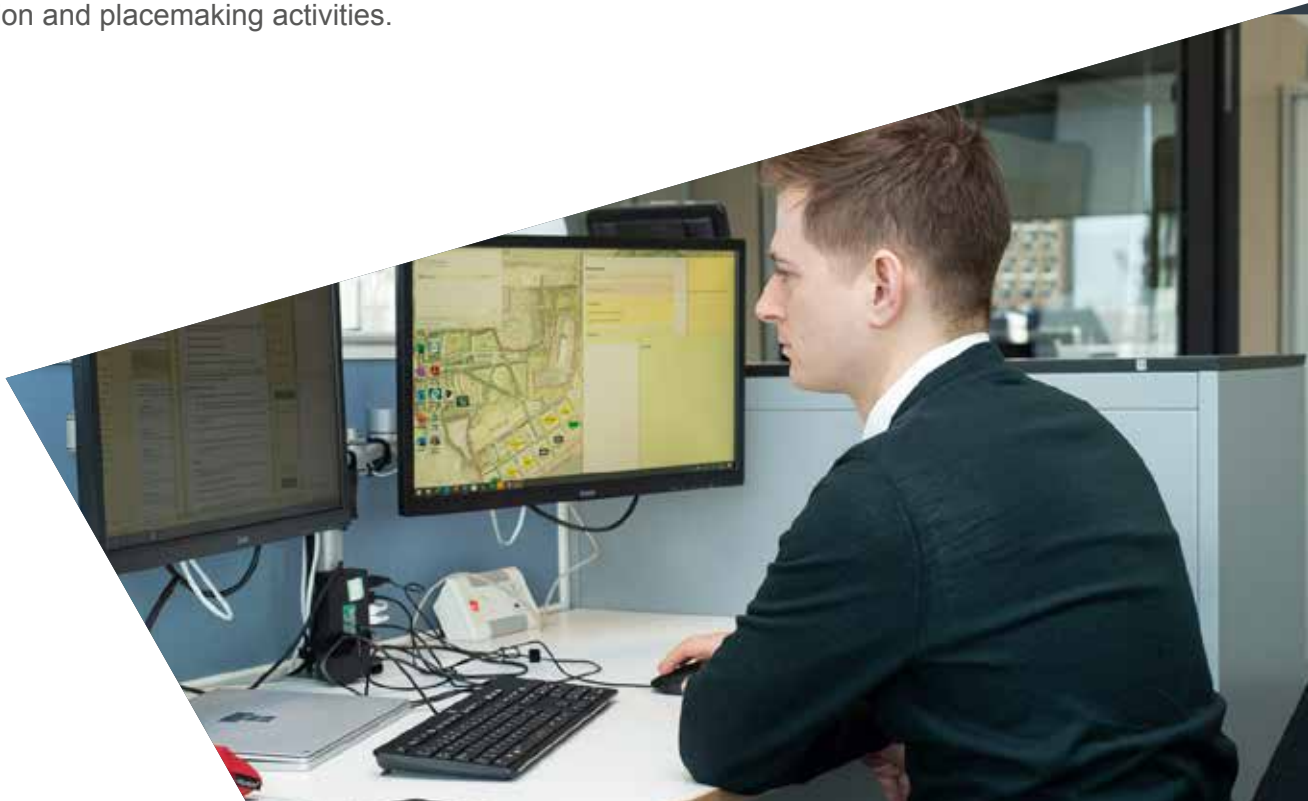
# Our Development Ambition

We are one of the sector's biggest developers, completing over 4000 new homes in 2021-22.

Our development directorate has recently completed a restructure in line with our Future Shape Strategy to achieve 3,000 new build home starts per year and a focus on quality, sustainable homes and places where people want to live that enable firm foundations for successful lives, benefiting our customers, our communities and the environment for the long term.

We deliver our homes through a variety of routes – land led opportunities built by our in house or external contractors, section 106 packages, joint ventures and as master developer on strategic projects such as Barking Riverside. Our Future Shape Strategy will ensure that 50% of our homes built or funded will be affordable and we will enter more joint ventures and partnerships to achieve our ambitions.

Our Development and Project Management teams in the Delivery Division are responsible for the project management and reporting on a portfolio of contracted and in-house build projects and joint ventures. Our 'Regeneration' teams in the Growth Division fulfil the same project management function but are deployed on projects where L&Q is also undertaking decant management, regeneration and placemaking activities.



# Role profile and Job Description

## Development Manager – Development and Project Management

Permanent & Agile Contract (average 40% office based)

**Salary Range: £53,179 - £70,326,  
subject to experience.**

## Role overview Development Manager

As part of our Project Management and Development Team, you will be responsible for project delivery and reporting on a portfolio of contracted and in-house build projects. Reporting skills are essential as your reports will be used to update the business and inform stakeholders of the progress of our units, ensuring they are ready for delivery within set agreed targets and providing vital information if delayed.

We are looking for someone with excellent communication, networking and relationship management. The role requires strong stakeholder management with internal stakeholder teams such as Sales, PRS, Finance, and Housing Management – and external consultants, contractors and developers.

We are looking for a commercially focused, innovative thinker and an experienced problem solver to join L&Q and help us to deliver our ambitious plans.

You will be required to assist with the compilation of tender documents and administer build contracts and development agreements. For this we need someone with exceptional attention to detail, someone who is methodical and logical with their approach to work. You will be required to positively manage situations to get the best outcome.

Organisation and time keeping is key for this role, you will need to be able to work within tight time restraints whilst maintaining high accuracy and ensuring our robust document management system is maintained. We would like someone proactive who will continuously review current processes and procedures to identify more efficient/commercial ways of working.

## You will need:

- The ability to successfully lead a project team of a wide and sometimes competing range of internal and external stakeholders who won't report directly to you. Your active relationship management and leadership skills are essential.
- Accuracy of financial reporting and business plan management. You must know the finances and programmes of your projects intimately and be prepared to justify changes before you agree to them.
- Attention to detail when it comes to identifying and managing opportunity and risk. You are driven to try and ensure your projects outperform their agreed targets even in challenging environments.
- Negotiating the best possible outcomes for L&Q, even where there may be gaps in contract documentation or requests internally for changes post contract award.
- Knowledge of build contract law, particularly development agreements, build contracts and joint venture agreements.
- Knowledge of the wider development process (conception to completion).

## Role overview

- Management of complex externally and internally contracted development projects, from agreed Project Team Working (PTW) stage to post completion.
- Responsibility for Business Plans, budget/KPI's, performance and compliance on allocated projects.
- Manage a portfolio of projects and all internal reporting functions.
- Ensure a focussed approach to establish excellence in quality and both internal and external customer satisfaction and meeting company objectives.

## Main accountabilities

### 1. Leadership and management including customer service/ values

- Contribute to the team's performance, deliver allocated projects that are characterised by customer focus and value for money.
- Manage the delivery of a portfolio of residential projects.

### 2. Strategy/ achieving objectives

- Responsible for delivery of allocated Joint Venture (JV) New Build & Legacy residential projects.
- Undertake the day-to-day delivery project manage from delivery of allocated residential projects from PTW4 stage through to completion (inputting during PTW stages 1 – 3), to ensure all future delivery proposals are acceptable, risks are manageable and quality is secured.
- Procure consultants and manage services within scope and budget.
- Undertake contract selection, constructor procurement and administer building contracts ensuring delivery of the requirements.

- Deliver own projects within the framework of risk, sustainability and environmental considerations, whilst maintaining focus on time, cost and quality together with business objectives.
- Ensure compliance with obligations defined under land, planning and funding agreements to check adherence by contractors/developers, in-house teams and consultants.
- Working with others to optimise value, value engineering, improve quality and improve quality of accommodation for customers.
- Provide timely, informative and accurate information, in the form of written reports, to a range of parties including Directorate Leadership Team, various L&Q governance groups, Local Authorities, representative groups and the public.
- Be responsible for provision of a fully compliant security charging pack to Treasury as required. Lead on Project Team Working, as required.

### **3. Working with others – internal**

- Liaise with all internal departments to ensure best practise and industry standards are maintained.
- Work collaboratively with directorate teams, to realise optimum value, quality in construction and continuous improvement.
- Be an active participant in internal cross department working groups, where required.
- Ensure, through Project Team Working, internal liaison with other client departments in matters relating to the delivery of schemes.

### **4. Working with others – external**

- Develop, maintain and influence relationships with key stakeholders and partners, including third-party liaison with local authorities, planning authorities, development partners, contractors/ developers and consultants to contribute to the delivery of the development programme.
- Monitoring and reporting on progress against the contract programme, taking remedial action including drafting and presenting of reports for approval.

### **5. Budgetary responsibility**

- Manage and control budgets for activities managed, ensuring all activities deliver ‘best value’.
- Ensure that all activities deliver ‘best value’.
- Ensure that departmental activities contribute to meeting divisional business plan and support delivering high quality schemes on time and within budget.

### **6. Compliance**

- Ensure H&S, regulatory & governance compliance for areas under the job holder’s control.

### **7. Records and systems**

- Maintain the necessary relevant L&Q records and systems.

### **8. Risks**

- Continuously manage risks associated with areas under the jobholder’s control.
- Ensure that effective controls are in place to highlight, manage and mitigate risk, escalating as appropriate.

### **Financial Responsibility**

- To be responsible for the effective financial control of each project against the agreed budget and the approved business plan.
- Consider potential improvements to budget and property value whilst delivering to all required quality requirements.

# Person specification

The following list of skills, knowledge, experiences and personal characteristics are classed as essential criteria for the role. Please consider how you meet these criteria to help inform your application and interview and don't forget to include this in your personal statement.

## Technical Knowledge/Skills

- Able to demonstrate strong project management skills gained in a similar environment (Housing/Construction/Development)
- Able to identify risks and propose effective solutions with minimal supervision to ensure delivery in a demanding environment
- Proven track record in identifying and exercising control over risk
- Professional qualifications – RICS, CIOB, RTPI, RIBA or equivalent work experience
- Detailed knowledge of the building practices, planning and development control, GLA/HCA Capital Funding Rules and methods of construction (Desirable)
- Experience of writing bids for competitive tender and compiling complex reports
- Able to demonstrate good financial and commercial acumen, including associated risk management skills
- Commitment to providing high levels of customer satisfaction and demonstrable experience in working positively in customer facing environments
- Excellent Presentation and Networking Skills
- Excellent written and oral communication skills
- Demonstrable collaboration, stakeholder management, negotiation and influencing skills at the highest level
- Computer literate with a good proven competency in MS Office
- First class project co-ordination skills and the ability to multi task and meet deadlines
- Able to manage simple business systems, e.g. databases

# Our Commitment to Employees

At L&Q, people are at the heart of our business and our success depends on employing the best people and getting the best from them.

This is why we are committed to developing our people. It's only by investing in a well-trained and motivated workforce that we can continue to prosper and sustain business success.

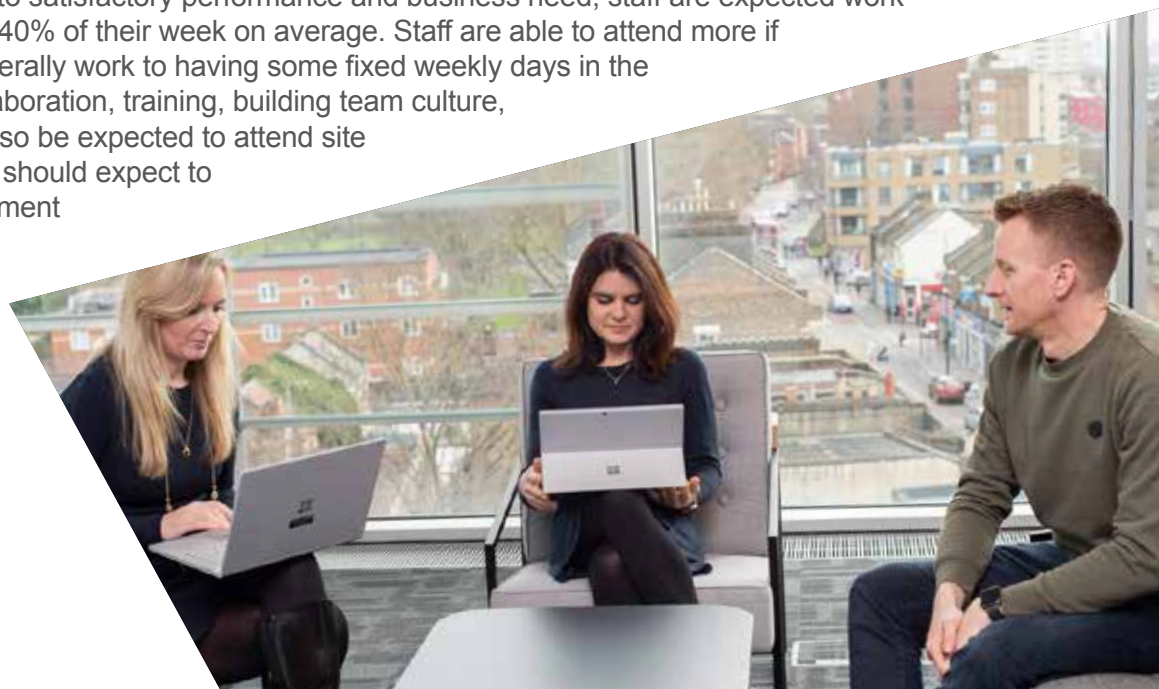
In addition to our support and training, the successful candidate will have access to our full suite of benefits including;

- 24 days holiday rising to 28 days with length of service;
- annual bonus subject to group performance;
- excellent Pension scheme - pension is doubled up to an employee contribution of 5%;
- an employee assistance programme and non-contributory life assurance.

We are recognised externally for our commitment to inclusion. We are a Stonewall Diversity Champion, a Disability Confident (Committed) employer and have signed the Time to Change Employer Pledge to demonstrate our commitment to end mental health discrimination in the workplace.

## Note on Agile Working

Successful candidates will be signing an L&Q contract that defines their role as an 'Agile Worker', which means subject to satisfactory performance and business need, staff are expected work from their base office 40% of their week on average. Staff are able to attend more if they wish. Teams generally work to having some fixed weekly days in the office to allow for collaboration, training, building team culture, etc. Candidates will also be expected to attend site meetings, etc. and so should expect to travel to their development projects.





# L&Q Values

These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions.

## People

- We care about the happiness and wellbeing of our customers and employees

## Passion

- We approach everything with energy, drive, determination and enthusiasm

## Inclusion

- We draw strength from our differences and work collaboratively

## Responsibility

- We own problems and deliver effective, lasting solutions

## Impact

- We measure what we do by the difference we make

## Other

- Commit to supporting L&Q's environmental policy and social mission
- I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks





Please email your CV and a supporting statement showing how you meet the role criteria to our recruitment partners Ocean Edge Executive Search at [jobs@oceanedge.biz](mailto:jobs@oceanedge.biz)

For an informal chat please call the Ocean Edge Executive Search team on **023 8000 1153**

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