



L&Q

# Senior Development Manager

Development and Project Management

Office based and Agile working (average 40% London office based)

Salary: £61,872 - £83,709 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)

**OCEAN EDGE**  
EXECUTIVE SEARCH

# 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.



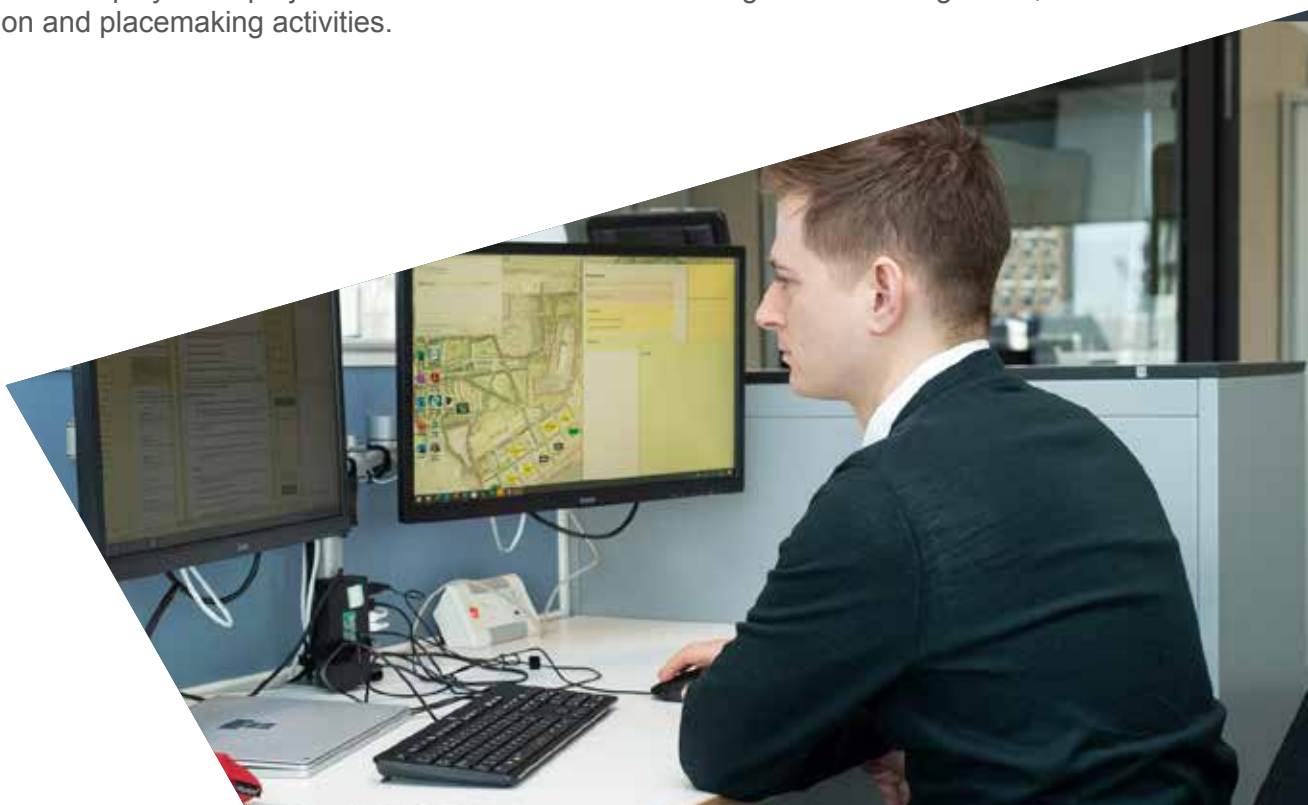
# Our Development Ambition

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

## Senior Development Manager – Development and Project Management

Permanent & Agile Contract (average 40% office based)  
Base Office: West Ham Lane, London, E15

**Salary Range: £61,872 - £83,709,**  
subject to experience

## Role overview Senior Development Manager

The Senior Development Manager focuses on our high profile, larger or more complex projects. You'll need to be proficient in foreseeing risk, problem solving and finding suitable solutions rapidly, while considering the financial and commercial impact.

You'll report into the Head of Department and work with and across multidisciplinary teams to manage the time, cost and quality of your portfolio of projects.

It's essential that you have a thorough understanding of housing development, project management and an awareness of statutory legal and regulatory requirements. As well as the ability to demonstrate an awareness of the economic and political challenges that will be faced.

This role requires strong stakeholder management with internal stakeholder teams such as Sales, PRS, Finance, and Housing Management and external consultants, contractors and developers. Your ability to work collaboratively will be critical to success, so we are looking for excellent communication, networking and relationship management.

Reporting skills is also an essential criterion, as your business plans / appraisal models will be used to update the business and inform important stakeholder of the progress of our projects, ensuring they are ready for delivery within set agreed targets and providing vital information if delayed.

As part of our Project Management and Development Team, you will be responsible for project delivery and managing a portfolio of contracted projects, as well as working positively with our Land team on pipeline opportunities during the lead in to delivery.

## We are looking for:

- Knowledge of contract law and the ability to manage development agreements and build contracts
- Excellent knowledge of construction and procurement preferably but not essentially developed with the residential sector
- Experience of managing mixed tenure development projects within a registered Provider/housing association is preferred.

## The role involves:

- Managing complex externally and internally contracted development projects, from agreed Project Team Working (PTW) stage to post completion.
- Taking responsibility for defining a clear brief and realistic budget and for delivering in line with strategic and financial aims and vision.
- Delivering allocated projects that maximise returns, optimise capacity usage, minimise subsidy requirements and deliver a quality product and quality service.
- Responsibility for Business Plans, budget/KPI's, performance and compliance on allocated projects. Responsibility for all construction related matters for allocated projects from inception through to project close-out, ensuring the safe delivery of all work across allocated projects within agreed timescales and budgetary constraints
- **Direct reports: 1-2 employees**

## Main Accountabilities

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

- Accountability for allocated projects including leading of internal and external resources and setting a professional standard.
- Assist and mentor team members in achieving business objectives.

### 2. Strategy/achieving objectives

- Take the lead on allocated Joint Venture (JV), New Build & Legacy residential projects. Input to provide practical and technical reviews of development proposals, with particular consideration to the impacts on long term asset lifecycles, customer satisfaction, high quality products and financial viability.
- Lead and project manage from delivery of allocated residential projects from PTW4 stage through to completion (inputting and influencing 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.
- Monitor compliance with obligations defined under land, planning and funding agreements to check adherence by contractors/developers, in-house teams and consultants.

- Recognise opportunities and initiatives with potential to generate income from assets. Introduce and implement positive improvements to projects – working to optimise value, value engineering, improve quality and improve quality of accommodation for customers. At all times maintain focus on time, cost and quality together with business objectives. 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.

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

- Liaise across the business to ensure industry standards and best practice are maintained.
- Assist in establishing professional processes and behaviours within the business.
- Work to coordinate interface between directorate teams, promoting a collaborative environment focused on realising optimum value, quality in construction and continuous improvement.
- Be an active participant in internal cross department working groups, where required, to improve L&Q's processes, standards and procedures.
- 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 facilitate the delivery of the development programme.

### **5. Budgetary responsibility**

- Manage and control allocated budgets ensuring that all activities deliver 'best value'. Ensure that all activities contribute to meeting business goals and support high quality delivery 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 accurate and relevant professional records of all tasks and project work.

### **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.

### **People Responsibility**

- 1-2 direct reports

# 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 construction/ development project management skills
- Able to identify risks and propose effective solutions with minimal supervision in a demanding environment
- Proven track record in identifying and exercising control over risk and cost
- Professional qualifications – RICS, CIOB, MAPM or equivalent work experience (Desirable)
- Detailed knowledge of building practices, technical design, planning, development control, contract law, GLA/Homes England requirements and methods of construction – Essential
- Experience of writing documentation for competitive tender and compiling complex reports
- Able to demonstrate excellent financial and commercial acumen
- Commitment to providing high levels of customer satisfaction and demonstrable experience of 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
- Computer literate with a good proven competency in MS Office and financial viability tools

# 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.

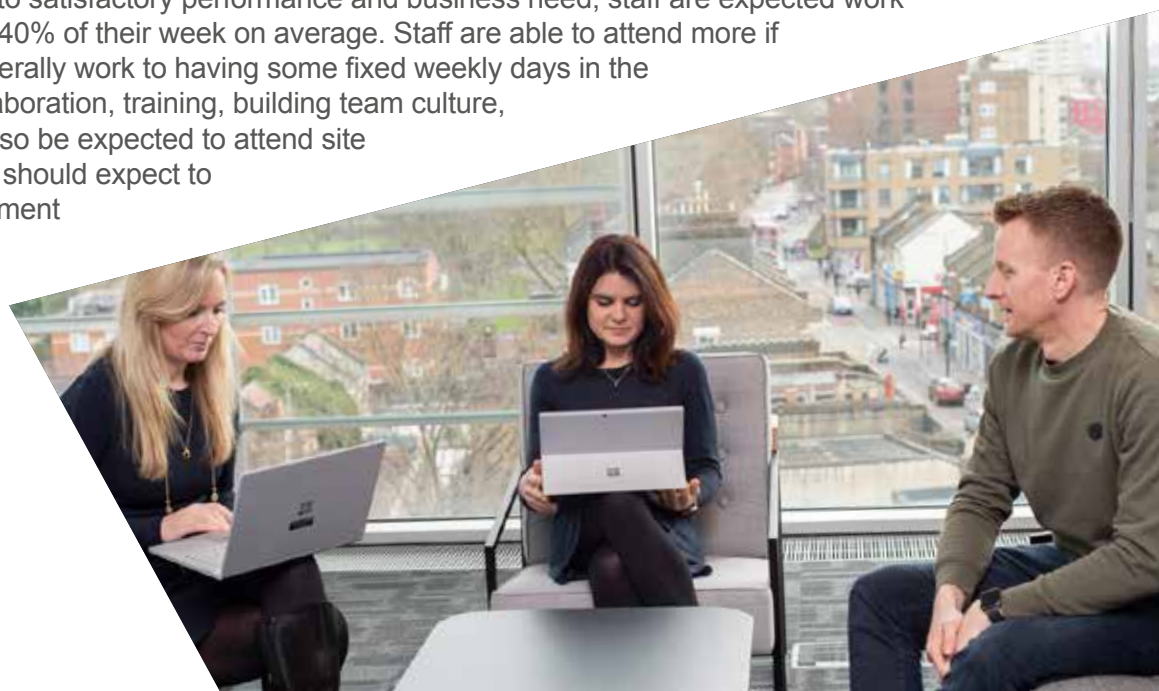
In addition to our support and training, the successful candidate will have access to our full suite of benefits including;

- 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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