

# **Project Delivery Manager (Housing Services)**

**Job Grade: Level 4, Zone 2**

## **About Camden**

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study, and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

The ambition set out in We Make Camden is that everyone in Camden should have a place they call home, with no one sleeping on the streets. The vision for Housing Services is to work deep within our neighbourhoods and communities to improve our services with people who use and rely on them, to deliver those services in an informed and responsive manner, and to ensure that preventing homelessness and providing safe, secure and sustainable housing are key pillars of Camden's work to increase social equality and achieve the best outcomes for Camden residents.

## **About the role:**

The Housing Project Delivery Manager plays a pivotal role in driving change, ensuring that we meet the evolving needs of our residents. This role is central to the successful delivery of a range of projects and initiatives that directly impact the quality of housing services we provide.

The Housing Project Delivery Manager will be responsible for leading projects and ensuring that these projects are successfully delivered. By working closely with key stakeholders, including residents, senior management, and external partners, this role ensures that the service continuously evolves to address challenges and opportunities within housing.

Ultimately, the Housing Project Delivery Manager will help shape a housing service that is responsive, efficient, and aligned with the council's strategic priorities, ensuring better outcomes for our communities.

## **Example outcomes or objectives that this role will deliver:**

- Lead and manage projects in housing services, including allocations, temporary housing, homelessness, and neighbourhood services.
- Ensure projects are delivered within budget, on time and ensuring high-quality outcomes aligned with our performance targets and strategic objectives.
- Use data and resident feedback as well as the learning from casework to design and improve services
- Collaborate with services across the council to develop improved customer journeys and improve processes based on resident needs and business requirements

- Apply project and change management methodologies, to quickly develop and refine business requirements and ensure successful project delivery
- Work closely with service managers and frontline teams, enabling their engagement with projects and change initiatives including with frontline teams, supporting them to make new initiatives part of their everyday operations
- Identify and manage risks and communicate project progress and outcomes both verbally and through analytical written reports to project teams and senior management.
- Build positive relationships with other council departments and partner organisations to ensure continuous improvement and joined up working.
- Maintain an up-to-date awareness of the relevant legislative and regulatory changes within Housing which affects the work of the service and wider council.

## **About you**

We're looking for someone who is enthusiastic about our ambition to make Camden the best place to live and work. Above all, you will be passionate about ensuring that services are delivered in a relational way, with the best outcomes for residents at its heart.

In addition:

## **Technical Knowledge and Experience**

- Experience of housing, homelessness and having successfully managed and delivered projects on time and within budget using sound project management methodology such as Agile.
- Experience of working across services to improve outcomes for residents.
- Understanding of the political structure of council and the role of members.
- Qualification in project/change management such as Agile, Prince2, Lean Six Sigma (desirable)

**You are passionate about housing equality:** You believe everyone has the right to a home that is decent, safe and warm, and to feel part of Camden's community.

**You are proactive:** You take action to address problems and support people, as early as possible.

**You keep services accessible:** You believe in working to make services approachable, transparent and easy – going the extra mile to meet the diverse needs of residents.

**You take a caring approach:** You listen, understand and have others' concerns in mind. You are happiest when residents are.

**You believe in doing things together:** Collaborating and connecting are at the heart of what you do, ensuring no one gets left behind.

### **Skills Framework:**

**Proactive:** Helping to prevent issues arising for residents, intervening early to offer support and let residents know about any other services they may benefit from, and how to access them. Sharing and acting on feedback from residents, to keep improving our services. Keeping accurate and clear records, so colleagues can access all the information needed.

**Collaboration and communication:** Working in a joined-up way with other teams, to act as one Council. If you can't help, you know someone who can. Speaking with colleagues and residents in a kind and helpful way, conveying information clearly, listening actively and resolving conflicts, being responsive and flexible. Building positive relationships with the local community, understanding diverse support and access needs.

**Data, digital and systems:** Using in relevant software and information systems including databases, property management software, and communication tools, is essential for efficient operations. Working with systems needed for the role, and an ability to record performance data in a clear and consistent way.

**Equality, diversity and inclusion:** Committed to, and will champion the council's ambition to make Camden a more equal, diverse and inclusive borough. An understanding of and respecting diverse cultural backgrounds, norms, and practices. An understanding of how to effectively engage with residents and stakeholders from various communities and promote inclusivity among team members and residents.

**Safety and wellbeing:** Understanding that safeguarding and health and safety are everyone's responsibility. Taking an active role in protecting residents' health, well-being, and human rights; enabling them to live free from harm, abuse, and neglect. Working effectively with survivors and perpetrators of domestic abuse. Being trauma-informed and supporting psychological safety.

### **Key relationships**

Key relationships include but are not limited to:

- Housing Heads of service
- Housing service managers
- Commissioners
- Data managers across the Supporting Communities Directorate
- Staff in other teams across the Council

The post holder will report to the Housing Programme Manager

### **Work environment**

The post holder may occasionally be required to work at weekends, early mornings or in the evenings.

Post holders are expected to work on their own where it is safe to do so and have regard to the Council's lone working policies working with colleagues and partner agencies where appropriate.

The Post holder will work from home or from Council buildings in line with Council policies.

### **People management responsibilities**

This role does not have any line management responsibilities but the postholder will manage and co-ordinate the work of project team members/resources for whom they are not directly responsible for line managing to ensure projects are delivered.

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

### **Is this role politically restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden click [here](#).

### **Diversity and inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click Diversity and Inclusion for more information on our commitment.

### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't. And in line with our relational approach, face-to-face conversations with residents often result in a better customer experience, so staff who work directly with citizens are likely to be in more than they're not.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK

([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for adjustments**

**Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would**

**like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C**