

JOB DESCRIPTION

Job title: Project Manager. Reports to: Snr Quantity Surveyor.

Contract Type & Hours: Permanent 35hrs a week

Role Summary

Procure, manage and deliver to budget and on time the Trust's major works, voids, cyclical maintenance, in accordance with the planned improvement programme. Including initial surveys, defining project scope of works, specifications, budgeting, valuations, variations and defects through to Final Account

Key Role Outputs

- Deliver high-quality services for beneficiaries in line with Haig's policies, procedures and standards
- Use ICT systems effectively to support day-to-day duties and service delivery
- Maintain accurate records and data in line with data protection requirements
- Communicate effectively with colleagues, customers and external organisations
- Contribute to continuous improvement and innovation
- Work collaboratively as part of a team and across services
- Promote equality, diversity and inclusion in all aspects of work
- Comply with all relevant legislation, regulatory requirements and Haig policies
- Support the effective management and monitoring of health and safety on site, by ensuring the clear demonstration of compliance with all relevant regulations to meet our legal obligations. Ensure that all projects are compliant with planning legislation and Building Regulations as well as landlord's statutory obligations.
- Ensure that customer liaison forms major part of the planning and delivering of any maintenance programmes and tenants receive a customer focussed service.
- Provide regular reports on all works and relevant budgets to ensure annual spend is according to plan and highlight operational efficiencies as well as providing support to maximising performance and demonstrate that value for money is achieved.
- Ensure that accurate and timely data including property, budgetary and performance related data is accurately recorded and reported, and that corrective action is initiated in areas of own responsibility.
- Supervise work undertaken on behalf of Haig by external project managers & specialist consultants. Supervise and provide technical support to external surveyors as well as specialist consultants.
- Ensure that the Trust's environmental and property standards are developed and 'planned maintenance' and 'improvement works' are carried out to these standards.
- Work collaboratively with internal and external stakeholders to ensure delivery is compliant with contracts and specifications; undertake any other duties commensurate with the salary of the role. This is a home-based position with regular travel involved around the UK.
- Attend regular team meetings at any of Haig Housing Trust's estates as well as occasional training sessions at head office, including induction.

Person Specification

	Essential	Desirable
Qualifications/Education		
Relevant role-specific qualification/education or demonstrable experience to a high level	X	
ICT Skills		
Effective use of ICT systems, for example: Microsoft 365 applications (Outlook, Word, Excel, Teams), digital record-keeping and document management systems	X	
Ability to accurately input, manage and retrieve data	X	

JOB DESCRIPTION

Awareness and/or ability to follow cyber security and data protection principles	X	
Effective use of role-specific systems (CRM, housing management, finance, HR, or case management systems)	X	
Ability to adapt to new technologies and digital ways of working	X	
Knowledge & Experience		
Experience relevant to the role and service area	X	
Understanding of delivering services in a customer-focused environment	X	
Knowledge of relevant legislation, policies, or good practice related to the role	X	
Experience of working to deadlines and managing competing priorities	X	
Experience of working in a regulated or public-facing organisation		X
Knowledge of safeguarding, health and safety or compliance frameworks relevant to role	X	
Personal Attributes & Skills		
Strong communication skills (verbal and written)	X	
Ability to work effectively both independently and as part of a team	X	
Organised, methodical, and able to prioritise workload	X	
Problem-solving skills with attention to detail	X	
Flexible and adaptable approach to work	X	
Confidence in engaging with a wide range of customers or stakeholders		X
Coaching, mentoring, or supporting others (where appropriate)		X
Equality, Diversity & Inclusion (EDI)		
Commitment to promoting equality, diversity, and inclusion	X	
Understanding of the importance of inclusive service delivery and fair treatment	X	
Ability to work respectfully with people from diverse backgrounds	X	
Experience of contributing to inclusive practices or initiatives		X
Compliance & Safeguarding		
Understanding of and commitment to, Health and Safety at Work, Data Protection and confidentiality (UK GDPR), Safeguarding (where applicable to the role)	X	
Willingness to undertake mandatory training	X	
Experience of working within compliance or regulatory frameworks		X
Leadership		
Effective leadership/management of others and can motivate a team and/or others to deliver continual improvement		X
Effective people management		X
Behaviours		
The postholder will be expected to demonstrate behaviours aligned to Haig's values, including: <ul style="list-style-type: none"> • Professionalism, integrity, and accountability 	X	

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<ul style="list-style-type: none">• Respect and fairness in all interactions• A positive, solution-focused approach• Willingness to embrace change and new ideas• Commitment to high standards of service delivery	X	
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Please note that you will be expected to provide clear evidence of how you meet the above requirements

Additional Information

The postholder must be willing to work flexibly in line with service needs

This job description is not exhaustive and may be reviewed in line with service requirements

Values Statement

Haig Housing Trust is committed to delivering high-quality services and expects all staff to work in line with its values, demonstrating professionalism, respect, integrity, and a commitment to continuous improvement.

JD reviewed on Date: 9 April 2026

Next review due: 9 April 2027