

Kent County Council

Job Description: *Project Manager*

Directorate:	Deputy Chief Executive's Department
Unit/Section:	Infrastructure / Capital and Strategic Programmes
Grade:	KSI
Responsible to:	Programme Manager

Purpose of the Job:

Manage and deliver projects typically relating to building defects and latent defects both within and across Directorates and partnership agencies, utilising recognised project management methodologies to ensure that all projects are delivered effectively, and defects are resolved to the required standard within the agreed deadlines and in accordance with existing and new Directorate and corporate policies and procedures.

Main duties and responsibilities:

- Manage a range of complex property projects and defects, developing a comprehensive project plan and communication plan for each project to ensure that all actions from inception to completion, accountabilities, financial management (control and forecasting) of budgets and timescales are defined in liaison with key stakeholders and business streams, and regular status reports produced to inform senior management at all stages.
- Monitor project progress and lead the resolution of project issues and defects, including any changes which will impact on the project, managing and recording all risks in order to ensure that the project plan will deliver results within the specified budget and timescales and to the specified standards.
- Lead the requirements and undertake the duties of the full project life cycle as set out in the form of Contract, ensuring KPI's are robustly implemented throughout the project and post project reviews are completed in order to analyse, benchmark and present outcome of the project.
- Liaise with senior colleagues within KCC and external partner agencies (including government agencies) in order to ensure that the aims and objectives of the project are understood, incorporated, and regularly monitored in accordance with the Authority's frameworks.
- Develop the supporting processes which underpin the development of the project across the Directorate, including the development of systems and procedures and issues such as recruitment and training, to ensure that the project can be implemented efficiently and effectively within the agreed timeframe.
- Coordinate the provision of professional support, such as HR, Finance for cross cutting projects ensuring collaboration across Infrastructure teams in order to

ensure that the key stakeholders are fully engaged and informed to successful project delivery and records are kept in line with legislation.

- Contribute to the writing of bids, output specifications and Business Plans, to ensure that the project is managed in a cost-effective manner, in line with Directorate objectives and linking in with other KCC teams and services.
- Provide specialist project advice and support, as well as operational direction where necessary to Directorate projects at District, Area, and HQ level, and across partner organisations, reporting to Programme Manager on a regular basis, to ensure that they are fully informed of the status of the project at each stage.
- Responsible for driving a customer centric approach and displaying customer focused, professional and empathetic behaviour. Provide excellent service ensuring delivery is high quality and puts the customer at the heart of every aspect of the work in fulfilling customer expectations, but still within the defined project tolerances. Obtain regular customer feedback throughout the lifecycle of a project.
- Drive continuous improvement including capturing lessons learnt from gateway reviews, preparation of policy and procedure notes and other guidance. Support team with Member requests along with enquiries and complaints.
- Key Responsibilities for Managing Defects and Latent Defect Issues:
 - Evaluate defects and latent defect reports by reviewing documentation and conducting site visits at schools or other KCC premises.
 - Analyse problems by referencing drawings, O&M files, and related materials to determine whether issues are due to specification or design errors, installation workmanship, or maintenance concerns.
 - Engage with end users including personnel from schools, colleges, and additional premises to gather information and clarify the history of the reported problem.
 - Once details have been established, formally notify the construction company of the defect or latent defect, supplying comprehensive information to facilitate resolution.
 - Investigate manufacturer information when appropriate to understand materials and products involved, and consult suppliers if further insight is required, such as for roof waterproofing systems.
 - Maintain ongoing communication with contractors, architects, KCC representatives, and all relevant consultants involved in each case.
 - Provide thorough assessments and determinations regarding responsibility for defects or latent defects, ensuring fairness to all parties and supporting conclusions with documented evidence.
 - Oversee remedial work following ownership acknowledgment from responsible parties, monitoring progress to ensure timely completion especially in cases involving emergency repairs or health and safety risks.
 - Demonstrate strong communication skills throughout interactions and reporting.
 - Possess substantial construction expertise and proficiency in reviewing technical drawings and specifications.

- Record critical details for each case on the KCC server tracker, enabling accessible updates for KCC and line management.
- Keep KCC Senior Management informed about ongoing works and provide reports as required for each project.
- Support other members of the team and the wider team in day-to-day project management issues / concerns with construction and contracts

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Project Manager*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> Level 5 Qualification or equivalent professional qualification in Property/Project Management (e.g. RICS/CIOB/APM)
EXPERIENCE	<ul style="list-style-type: none"> Experience of working in a building industry environment Experience of multi-agency working within the building sector Extensive experience of managing construction projects from conception to completion Extensive experience in construction defect identification, resolution and management. Demonstrable experience of partnership working (stakeholder management) within a public sector or other relevant settings at different levels. Experience of leading a one team approach and taking an active role in encouraging the team members to establish positive relationships and work collaboratively across the wider service.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Excellent project management skills from conception to delivery Ability to identify building defects, cause of defects and propose remediation solutions to address the defects taking into consideration the wider contractual context of the issue. Able to work on own initiative, taking responsibility for actions and decisions surrounding area of accountability Ability to manage and monitor significant budget and resources Effective report-writing and presentation skills Ability to liaise effectively with external agencies for the negotiation of a contract and development of specific proposals balanced with operational needs Ability to be innovative and able to influence and inspire cultural change Ability to collate, analyse and interpret data, including advanced use of software packages such as Microsoft project, excel, sharepoint. Excellent written and verbal communication skills and be able to adapt the communication style to suit different audiences.
KNOWLEDGE	<ul style="list-style-type: none"> Technical knowledge of construction, identifying and addressing construction defects and project management and how it can be operated and managed effectively in an operational environment with limited resource. Detailed knowledge of public sector governance, procurement regulations, systems, frameworks and

	<p>processes.</p> <ul style="list-style-type: none"> • Knowledge of importance of risk management, financial control, customer focus, time management etc. and operating in an environment with sensitivities. • Knowledge of construction methodology and RIBA Plan of Works • Knowledge of Construction Frameworks, Contracts (professional services and construction) and The Public Contracts Regulations.
<p>KENT VALUES AND CULTURAL ATTRIBUTES</p>	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>