

Role Profile – The What, The Where, The How

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| POSITION | Senior Projects and Technical Manager | | |
| TEAM | Coastline | LOCATION | Coastline House / Agile Sites as required |
| VERSION | 1 | LAST UPDATED | June 2025 |

THE PURPOSE OF THIS ROLE IS TO

Support the Head of Property Investment and Compliance, both leading and being an active member of the team of Projects and Technical Managers.

Projects and Technical Managers working across a multidisciplinary team, ensuring the delivery of key investment and planned maintenance projects for Coastline from inception to completion. You and the team will be responsible for providing extensive technical support across the Company including technical advice/actions on the development of new homes as well as ongoing maintenance of existing stock including non-residential assets.

You will motivate the team to ensure consistent, high quality property investment, ensuring achievement of Coastline's corporate objectives, particularly the safety of Coastline's customers. You and the team will provide high quality and good value capital improvement programmes and asset management services.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. With the support of the Head of Property Investment and Compliance be responsible for ensuring that all planned/cyclical and major works meet health and safety regulations in a manner that ensures that business objectives are met and regulatory compliance is a given.
2. Provide effective line management to maximise the potential of the Project and Technical Manager team overseeing all major projects and delivery of many Planned and Cyclical programmes such as roof replacements, kitchen replacements, bathroom replacements, windows & door replacement and Painting & Repairs.
3. Leading on the re-procurement of significant maintenance contracts as they fall due for renewal or develop and implement projects to bring works in-house where appropriate.
4. Making regular site visits (including post-inspections) to ensure that maintenance work is carried out to Coastline's standards and specification. Checking that the correct materials and workmanship are used and that the contractors' work is high quality, as well as seeking to reduce the number of defects and therefore costs post-handover.

5. Maintaining and manage a programme of post-inspections to ensure consistent review of all stages of the projects.
6. Working with others internally and externally to drive down costs without compromising quality.
7. Being familiar with all the relevant drawings and written instructions and ensure that works follow these requirements. Take measurements and samples on site to ensure the work and materials meet the specifications and quality standards.
8. Development of detailed project plans, keeping detailed records of various aspects of the work and providing regular reports.
9. Being responsible for the provision of specialist advice (depending on the post holder's areas of expertise) on particular areas such as building, civil engineering, geo-environmental matters or mechanical and electrical installations.
10. Being responsible for instructing specialist consultants (e.g. fire consultants) where necessary to inform management or design processes.
11. Working with colleagues across the company to provide technical advice at all stages of development and maintenance. This may include recommendations regarding site investigations or the interpretation of the results of investigations and the impact they have on design.
12. Review Coastline's Employers Requirements with the Development team as well as scheme specific contractual documentation prior to formal approval.
13. Ensure that project risks are assessed, managed and monitored, and that risk management strategies are initiated proactively and in accordance with Coastline's policies and practice.
14. Proactively taking responsibility to drive construction projects to minimise defects and provide advice in relation to defects found and the most appropriate resolution for them and timeframe for rectification.
15. Lead on delivery of excellent quality services for customers, ensuring that all customer complaints and enquiries are managed effectively.
16. Being responsible for related annual and project budgets, ensuring that all expenditure is monitored and controlled within budget, procedures, levels of authority and audit requirements.
17. Managing and develop current health and safety practices, ensuring compliance with current Health and Safety legislation, regulations, and best practice.
18. Assisting in the preparation of Coastline's design brief and procedures and make recommendations for changes and improvements.
19. Undertaking regular reading and CPD to gain knowledge of new regulations cascading this information to Coastline colleagues as appropriate.

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria although in this role it is very likely that you will be professionally qualified. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
Put our customers first
Be open, honest, and accountable
Value each other
Strive to be the best
- Extensive knowledge and understanding of construction methodology, Building Regulations, and other building codes/regulations.
- Understand the social landlord specific requirements of asset management and property investment programmes. This will include an understanding of Housing Health and Safety Rating System (HHSRS) as well as asbestos, fire, gas, electric, legionella and lifts regulations.
- An understanding of construction processes, including CDM Regulations, construction site requirements, planning, pre-contract, post-contract and contract law principles.
- Qualification and experience in relevant specialist property management activities
- Has a full driving licence and a satisfactory DBS check.

Some experience in the following would be an advantage:

- Ability to work under pressure and prioritise workload of self and others.
- Experience of working within a construction company.
- Good project management qualities with ability to motivate and support colleagues.
- Knowledge of Social Housing Management Databases and processes.

General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

REPORTING

- Reports to Head of Property Investment and Compliance
- Responsible for direct line management of the team of Project and Technical Managers

CONTACTS

Internal

- Colleagues
- Senior managers, Board
- Managers, Supervisors, and operatives

External

- Customers
- Clients
- Local planning authority and building control
- Contractors, architects, and designers
- Statutory undertakers
- Social care support (e.g. Cornwall Council)
- Technical experts



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