L&Q Group

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| **Role title** | Graduate Site Manager | **Date** | 22/09/2021 |
| **Reports to Title** | Project Manager | **Version** | 01 |
| **Role Persona** |  **Site Based**  |
| **DBS Disclosure Required:** | **Yes** |  | **No** | **x** | **Standard** |  | **Enhanced** |  | **Enhanced +** |  |
| **Responsibility for End Results** |
| PurposeTo assist with the daily site operations, including working to programme, providing a safe working environment, delivering quality, sub-contractor liaison, client and resident liaison. |
| **Key Responsibilities / Deliverables:** |
| **Main Accountabilities:** List the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%.  | ***Time******(%)*** |
| 1. Leadership and management including customer service/ values/Quality management.

Contribute to the construction delivery of a site whilst promoting a culture that delivers safe working and excellent customer service in line with L&Q group policies. May undertake some supervisory duties in the absence of the Site Manager. To give instructions clearly and decisively, manage QMS and QMS systems, lead by example in regard to L&Q values, Manage H&S of everyone who comes to site. | 25% |
| 1. Strategy/ achieving objectives

Assist in the delivery of a site whilst promoting a culture that delivers safe working and excellent customer service in line with the L&Q group values. Ensure activities of the team meet procedures, objectives and key performance indicators. Ensure Project delivery in accordance with performance targets in terms of safety, cost, quality and time. Work within the site programmes (target and contract) ensuring weekly updates to allow accurate forecasts for project completion. To fully embrace the learning strategy, achieve KPI`s set, submit learning modules on time and understandable, to show continual professional development. | 10% |
| 1. Working with others – internal

Show commitment to good teamwork, work collaboratively with a group of experienced managers and support staff, demonstrate L&Q values to others, ask questions of experienced staff, show willingness to learn and drive group objectives. | 10% |
| 1. Working with others – external

Develop, maintain and influence relationships with key stakeholders and partners, including third-party liaison with consultants, sub-contractors and supply chain. Contribute to corporate stakeholder management. Where required, represent L&Q on external working groups, speaking engagements, etc. and positively promote the Group. | 10% |
| 1. Budgetary responsibility

Understand and operate within the set budget of a project. | 10% |
| 1. Compliance

Follow L&Q QMS and understand that quality is the number one objective to the business and the resident.Record quality through the QMS, good record keeping, good daily diary entries, good photographic records.Ensure H&S, regulatory & governance compliance for areas under the job holder’s control. Health & safety compliance is a priority. Strive to further best practise in all safety matters. | 10% |
| 1. Records and systems

Keep accurate records, save all records on server in correct files.Follow L&Q processes and procedures. | 20% |
| 1. Risks

Understand, manage and highlight risks to the delivery of a project | 5% |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. |
| None |
| **People Responsibility:** Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range.  |
| ***N/A*** | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | N/A | N/A |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. |
| Manage sub-contractors progress and quality |
| **Technical Knowledge/Skills**  |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications |
| * A Level 6 qualification such as a Bachelor's degree, Master's degree or postgraduate diploma or a Level 6 or 7 NVQ or SCQF Level 11 in a built environment subject – **Essential\***
 | * Willingness to work towards CIOB Chartership via a structured and assessed route - **Essential**
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| * Demonstrable collaboration, stakeholder management, negotiation and influencing skills - **Essential**
 | * Excellent written and oral communication skills - **Essential**
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| * Commitment to providing a high level of customer service - **Essential**
 | * An understanding of working within a site environment under supervision, ideally specialising in new build social housing projects. Must have relevant building and construction technology understanding – **Desirable**
 |
| * Computer literate with good proven competency in MS Office – **Essential**
 | * \*A CIOB or RICS accredited degree. - **Desirable**
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| **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
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| **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
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