

# Job Description



<b>Job Title:</b> Warm Homes Project Manager	<b>Service Area:</b> Housing Services / Climate Action	
<b>Directorate:</b> Inclusive Economy and Housing / Resources	<b>Post Number:</b> 10028510	<b>Evaluation Number:</b> 7643
<b>Grade: PO6</b> £54,267 - £57,402	<b>Date last updated:</b> 9th October 2025	

## Overall Purpose of Job

London Borough of Newham is committed to delivering comfortable, healthy and climate-resilient homes for its residents. As part of this ambition, it aims to bring all Council-owned homes up to minimum of EPC C by 2030 and deliver on the three principles of Newham's Just Transition Plan: increasing equity, reducing emissions and building future resilience. It is also prioritising action on housing issues such as damp, condensation and mould, rising energy costs and fuel poverty.

In 2025, the Council secured £1.5 million through the Warm Homes: Social Housing Fund Wave 3 (WH:SHF Wave 3) to retrofit 359 homes between 2025 to 2028. This is being delivered through the London Council's Strategic Partnership, a consortium formed of 27 organisations set up to support the coordinated delivery of grant-funded retrofit works to thousands of homes across London. This funding presents a significant opportunity to improve energy performance, support resident wellbeing and reduce household energy bills in some of the borough's highest priority homes.

As Warm Homes Project Manager, you will lead on the delivery of the Warm Homes programme and represent Newham in the London Councils' Strategic Partnership Delivery Group East.

## Job Context

1. The post holder reports to the Head of Retrofit.
2. This is a part time contract equivalent to 0.8 FTE or a 28.8 hour working week. There is some flexibility regarding working days and hours.
3. The contract is fixed term until end of March 2028.

4. The post holder will have management of the WH:SHF Wave 3 programme within defined time and budget parameters and in line with grant funding conditions. The programme will conclude at the end of FY 2027/28.
5. The post holder may be required to work evenings, weekends and occasional public holidays, in order to meet service requirements and specifically to carry out consultation and representational tasks with residents and other stakeholders.

### **Key Tasks and Accountabilities:**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. Work in partnership with internal colleagues and external stakeholders to plan, procure and deliver retrofit projects to Council housing.
2. Reporting to Project and Programme leads in the London Council's Strategic Partnership and attendance to meetings throughout the programme.
3. Support the Head of Retrofit in delivering corporate objectives, promoting best practice within the Retrofit team and delivering the three principles of Newham's Just Transition Plan: increasing equity, reducing emissions and building future readiness.
4. Provide comprehensive project and contract management for retrofit and associated planned maintenance programmes, both internally and externally funded. Oversee briefing, design, budgeting, specification and handover, ensuring value for money and consideration of future maintenance and aftercare.
5. Manage the delivery, monitoring and reporting of grant funded retrofit projects (currently WH: SHF Wave 3) ensuring compliance with grant funding conditions, deadlines and quality expectations. Liaise with the London Councils' Strategic Partnership and other relevant grant bodies.
6. Maintain accurate and up to date project administration for grant-funded programmes, including project plans, risk registers, cost plans, communications strategies, fraud prevention measures and data protection impact assessments. Coordinate internal and external financial audits of grant expenditure in accordance with funding agreement requirements.
7. Commission and manage external consultants, contractors and project teams for the design and delivery of the retrofit works. Liaise with contractors, third parties, internal departments, and stakeholders to ensure project progress and ongoing communication, as well as deep resident engagement to support Newham Council's objective of maximising consultation and reducing complaints.

8. Prepare cost estimates for retrofit works, which may integrate other capital, planned and routine maintenance programmes.
9. Act as Contract Administrator for projects under frameworks, long-term agreements or standalone contracts. Manage mini-competitions as required and associated approvals for contract awards.
10. Lead site-based activities including site visits, instructions, meetings and contract administration.
11. Undertake condition surveys and pre and post works inspections in support of project delivery and a project appointed Clerk of Works.
12. Manage contract valuations, variations, and final account agreements.
13. Monitor contract KPIs and performance metrics across all assigned projects, intervening as necessary. Monitor the progress of works against budgets/targets and keep accurate project records inc. projected cash flows, programmes and on site-progress. To challenge data where appropriate.
14. Ensure specifications and documents are prepared in accordance with the Council's Standing Orders, best practise, and all relevant standards.
15. Ensure projects comply with all statutory, regulatory and legal requirements, including planning, CDM, the Party Wall Act, Building Control and the Building Safety Regulator.
16. Ensure project compliance with PAS 2035: 2023, MCS and other retrofit/renewables specific standards.
17. Manage the presence of asbestos in Council buildings as required by the Control of Asbestos Regulations 2006 and successive legislation.
18. Work with leasehold services and ensure necessary information is issued to enable effective leaseholder consultations and comply with the council's obligations under the Leasehold and Commonhold Reform Act 2002.
19. Contribute to resident and stakeholder engagement processes, working closely with the Resident Engagement Lead and the Contractor's RLO. Ensure effective communication with tenants and leaseholders and high levels of customer service. Provide sustainability and retrofit-related advice to residents, which may include written communication, events, webinars, home visits and occasional evening meetings when necessary. Tailor communications to technical and non-technical audiences.
20. Support customer feedback and complaints handling, maintaining service quality. This includes receiving, investigating, actioning and providing written responses, in consultation with relevant parties.
21. Provide specialist sustainability input. Organise briefings to support awareness and understanding of retrofit works across teams.

22. Oversee monitoring and evaluation activities in pre and post retrofit stages of work, helping to build a picture of energy performance and tenant comfort/satisfaction across retrofit schemes,
23. Contribute to the management and updating of the Council's asset records. Ensure that all relevant completion data and documentation is collated, registered and stored centrally, and shared with the relevant teams.
24. Assist in identifying new retrofit project opportunities. Support and prepare funding bids, monitor emerging funding opportunities and support applications for relevant grants.
25. Make a positive contribution to the work of the service by keeping up to date with legislation and best practice. Be proactive about continued professional development and undertaking any relevant training.
26. Inform the process of continual improvement, actively contributing towards evaluation the team's performance, driving efficiency, and identifying ways to improve projects and ways of working.
27. Work flexibly between home, office and site to meet service needs.
28. Carry out any other duties as required by your line manager from time to time in accordance with the grading of the post.

#### **EQUALITY AND DIVERSITY**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

#### **PROTECTING OUR STAFF AND SERVICES**

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

# Personal Specification



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## IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<b>KNOWLEDGE:</b>	Application Form/Interview/Test/Certificate as appropriate
Appreciation of Construction Housing Policy issues	Application form/interview
Working knowledge of relevant construction legislation	
Excellent knowledge of construction and construction contracts.	Application form/interview
Good understanding of Asset management techniques with regard to social housing	Application form/interview
Excellent knowledge of retrofit and energy efficiency measures and processes, particularly in relation to housing.	Application form/interview
Excellent knowledge of the PAS 20235	

framework for retrofit.	
Good knowledge of financial monitoring systems and computer systems operation.	Application form/interview
<b>QUALIFICATIONS:</b>  Degree-level qualification in building or relevant construction based professional qualification or extensive experience of capital works in a social housing environment.	Application Form / Interview / Certificate
<b>EXPERIENCE:</b>  Significant client-side project management experience, partnering experience.  Significant experience of managing building contracts and public procurement processes	Application Form / Interview  Application form/interview
Significant experience in staff and team management in an organisation delivering complex services	Application form/interview
Direct experience of retrofit delivery	Application form/interview
Experience of managing significant budgets	Application form/interview
Experience working with residents/members of the public	Application form/interview
<b>SKILLS AND ABILITIES:</b>  Ability to write clear reports on financial and technical matters	Application Form
Level of numerical and verbal skills sufficient for the post	Test/Interview
Effective presentational skills, confident with large and potentially difficult audiences	Application form/interview
Excellent record keeping, organisation and time management	Application form/interview

<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <p>Motivated to deliver effective project management and leadership of project teams</p>	<p>Application form/interview</p>
<p>Commitment to the promotion of Equal Opportunities particularly with regard to service delivery, decision making processes and working practices, with the aim of positive public acceptance</p>	<p>Application form/interview</p>
<p>Commitment to the use of information technology and to develop knowledge/skills required</p>	<p>Application form/interview</p>
<p>Commitment to undertaking whatever duties are necessary to ensure the successful operation of the Council as a whole</p>	<p>Interview</p>
<p>Commitment to improving opportunity for people living in Newham and promoting the positive features of an area with such diversity and challenge</p>	<p>Interview</p>