### Job Description

**Job title: Senior Projects Officer**

**Grade: 8 Post number: 3226**

#### Directorate: Housing and Land

**Unit: Housing Programmes and Services, Housing**

#### Job purpose

To support tangible improvements to London’s private rented sector through supporting the project management of key Mayoral programmes and projects. To work across the GLA and with the GLA’s partners to help ensure projects are delivered in accordance with the Mayor’s housing policies and the GLA’s business plan. To assist the Private Rented Sector Manager by monitoring and reporting on overall programme performance and budget.

#### Principal accountabilities

1. Support the Private Rented Sector Manager to deliver the Mayor’s plans for London’s private rented sector.
2. Lead allocated projects, and contribute to others as necessary, ensuring that they are delivered in line with planned performance and outputs to time, budget commitments and quality specifications.
3. Collect, analyse and report on performance information and other data, to inform overall strategy, outcomes and specifications. Produce reports on project performance for senior level internal and external audiences, including corporate and departmental governance structures.
4. Lead on routine project management tasks, including being the point of contact with internal and external stakeholders, and maintaining project management documentation including project plans and risk registers.
5. Deputise for the Private Rented Sector Manager as required.
6. Gain and maintain a good understanding of the wider policy context in which projects are delivered, and contribute to the wider work of the Housing & Land directorate as required.
7. Prepare reports, briefs and recommendations on key issues and actions to the Private Rented Sector Manager and other managers as necessary to facilitate executive understanding and decision making.
8. Manage resources allocated in accordance with the Authority’s policies and Code of Ethics and Standards.
9. Realise the benefits of London’s diversity by promoting and enabling equality of opportunities, and promoting the diverse needs and aspirations of London’s communities
10. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and project teams.
11. Undertake any other additional duties and tasks reasonably assigned to the job.

#### Key contacts

**Accountable to:** Private Rented Sector Manager

**Accountable for:** Resources allocated to the job.

**Key Contacts:** London boroughs, City Hall colleagues, delivery partners, contractors, industry groups, tenant representative groups.

###### Person specification

**Technical requirements/experience/qualifications**

1. Experience of or knowledge of one or more of the following:
   * private rented sector regulation and legislation
   * housing policy
2. Experience of project development and management
3. Well-developed IT skills and experience of utilising these for project management and financial management.

**Behavioural competencies**

## Planning and Organising

… is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 2 indicators of effective performance

* Prioritises work in line with key team or project deliverables
* Makes contingency plans to account for changing work priorities, deadlines and milestones
* Identifies and consults with sponsors or stakeholders in planning work
* Pays close attention to detail, ensuring team’s work is delivered to a high standard
* Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

# Communicating and Influencing

… is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.

Level 2 Indicators of effective performance

* Presents a credible and positive image both internally and externally
* Challenges the views of others in an open and constructive way
* Communicates openly and inclusively with internal and external stakeholders
* Clearly articulates the key points of an argument, both in verbal and written communication
* Persuades others, using evidence based knowledge, modifying approach to deliver message effectively

# Building and Managing Relationships

… is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

Level 2 indicators of effective performance

* Develops new professional relationships
* Understands the needs of others, the constraints they face and the levers to their engagement
* Understands differences, anticipates areas of conflict and takes action
* Fosters an environment where others feel respected
* Identifies opportunities for joint working to minimise duplication and deliver shared goals

# Problem solving

… is analyzing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

Level 2 indicators of effective performance

* Processes and distils a variety of information to understand a problem fully
* Proposes options for solutions to presented problems
* Builds on the ideas of others to encourage creative problem solving
* Thinks laterally about own work, considering different ways to approach problems
* Seeks the opinions and experiences of others to understand different approaches to problem solving

# Research and analysis

…is gathering intelligence (information, opinion and data) from varied sources, making sense of it, testing its validity and drawing conclusions that can lead to practical benefits.

Level 2 indicators of effective performance

* Proactively seeks new information sources to progress research agendas and address gaps in knowledge
* Grasps limitations of or assumptions behind data sources, disregarding those that lack quality
* Analyses and integrates qualitative and quantitative data to find new insights
* Translates research outcomes into concise, meaningful reports
* Identifies relevant and practical research questions for the future

**Strategic Thinking**

…is using an understanding of the bigger picture to uncover potential challenges and opportunities for the long term and turning these into a compelling vision for action.

Level 2 indicators of effective performance

* Works with a view to the future, prioritising own and others’ work in line with GLA objectives
* Briefs and prepares team to accomplish goals and objectives
* Communicates the GLA’s strategic priorities in a compelling and convincing manner, encouraging buy-in
* Balances own team’s needs with wider organisational needs
* Identifies synergies between team priorities and other relevant agendas

##### Organisational Awareness

…is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly.

Level 2 Indicators of effective performance

* Challenges unethical behaviour
* Uses understanding of the GLA’s complex partnership arrangements to deliver effectively
* Recognises how political changes and sensitivities impact on own and team’s work
* Is aware of the changing needs of Londoners, anticipating resulting changes for work agendas
* Follows the GLA’s position in the media and understands how it impacts on work

**Structure chart – Housing Programmes and Services**

Debra Levison

Senior Manager –Programmes and Services, G13

Leanne Keltie

Senior Programmes Officer (Specialist Housing)

G8

David Eastwood Services and Commissioning Manager G11

Rhona Brown

Private Rented Sector Programme Manager G10

G11

Jonathan Qureshi Rough Sleeping Manager G10

Colin Gipp

Principal Mobility Area Manager G9

G9

Vacant

Senior Projects Officer (Private Rented Sector) G8

Vacant

Senior Policy and Projects Officer (Private Rented Sector) G9

Sapna Sidar

Mobility Area Manager

G6

David Orton Senior Project Officer (Rough Sleeping) G8

G5

Bradley Miller

Mobility Area Manager

G6

Luke Oates

Senior Project Officer (Rough Sleeping) G7

Matt Doherty

Mobility Area Manager G6

Natalie Ferguson

Project Officer (Rough Sleeping) G5