



Special Projects coordinator (Interim 12 months contract)

About us

Populo Living is Newham's housing company; we are wholly owned by the London Borough of Newham. Populo exist to tackle the shortage of homes in the Borough and to deliver half of these homes at genuinely affordable levels.

The Populo Group has evolved since its inception to become a leading provider of both affordable and privately rented homes. Our profits are recycled back into delivering even more high quality homes for people who want to make Newham home. Having somewhere to call home is fundamental to people's health and wellbeing and is the central pillar of our mission.

We believe in "Making Newham home". We are designing and building better homes and places that people want to call home. Our high quality, spacious and environmentally friendly developments will become new communities and strengthen existing ones. Whether for private or social rent, residents will enjoy excellent standards of design and attention to detail. Together with our sole shareholder Newham Council, we are focused on the need to deliver for Newham's people. This long-term commitment means that our exceptional customer service and commitment to our tenants is here to stay.

Populo Homes is our registered provider of social housing and is an integral part of the Populo Group. The Group also includes a design and build subsidiary. We are a small dynamic team who have grown quickly and operate in a very collegiate way. We value our connections to Newham, it is important to us to reflect and understand our Borough and its diverse communities. We are always keen to hear from local people who share our values around diversity and inclusion. We welcome applications from all individuals who can bring skills and importantly, the right attitude for our ambitious team.

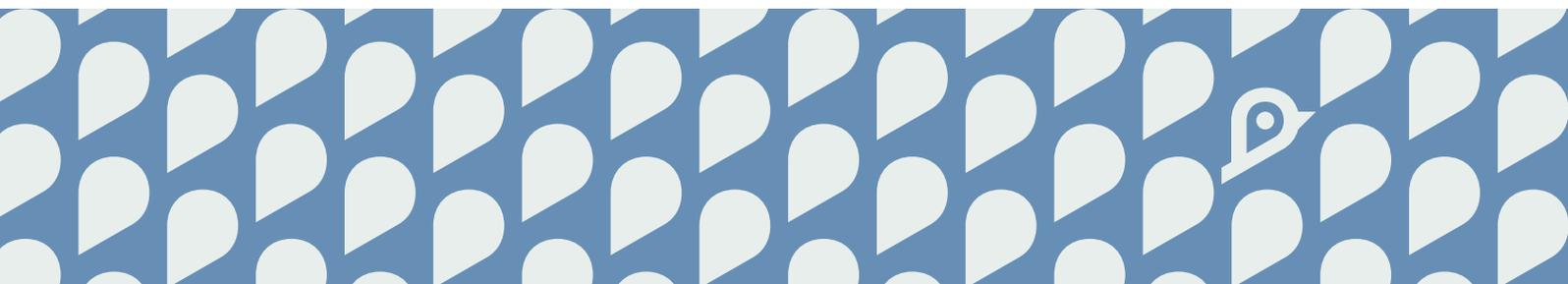
Role purpose

Responsible for providing effective liaison between Populo Living (PL) project staff and Newham operational staff, to support close team working and the timely delivery of information and data to support new home programmes and initiatives.

To be the key point of contact for the collation and collection of project data providing a cohesive and agile administration approach between services.

Actively contribute to the Council's and PL projects objectives and priorities, and assist delivery of high performance service outcomes

Organising and administering a structured process to the operation of the partnership, and becoming a service ambassador for each party.





This is a fixed twelve-month contract, benefitting from 20 days holiday plus bank holidays. In addition to working alongside a talented and ambitious team this role also benefits from a generous pension scheme, and flexible working.

Key responsibilities

- Work with the LBN/PL teams to develop, implement and create an effective liaison and coordination plan for each project, ensuring strong links throughout the projects
- Effectively communicate the objectives and critical timelines for each project, and to agree milestones with teams for the delivery of data and information to support
- Maintain a close working relationship with PL Project staff and the Council's housing, assets, and estate management teams.
- To coordinate and facilitate meetings taking minutes of meetings where necessary, ensuring they are accurate and comprehensive, and disseminated in a timely manner.
- Work with the Managers to eliminate blockages and issues
- To mine existing data sources and extract required information from the operation systems
- Break projects into achievable actions and set timeframes
- Liaise with teams to identify and define requirements, scope and objectives
- Assign tasks to internal teams and assist with schedule management
- Analyse risks and issues for delivery of projects between teams
- Visit sites and doing briefings for teams
- Monitor project progress and handle any issues that arise between teams
- Act as the point of contact and communicate project status to all teams
- Create and maintain comprehensive project documentation, plans and reports
- Ensure standards and requirements are met through conducting quality assurance tests
- Help develop training and information programmes as necessary.
- To ensure that all files and records are updated using the appropriate systems and to use information technology as necessary, for monitoring, record keeping and statistical analysis purposes.
- To carry out any other duties that maybe required within the purpose and grade of the job.
- Deliver the role in strict keeping with the Equality & Diversity policy and procedures

This is not meant to be an exhaustive list of duties. The need for flexibility, shared accountability and team working





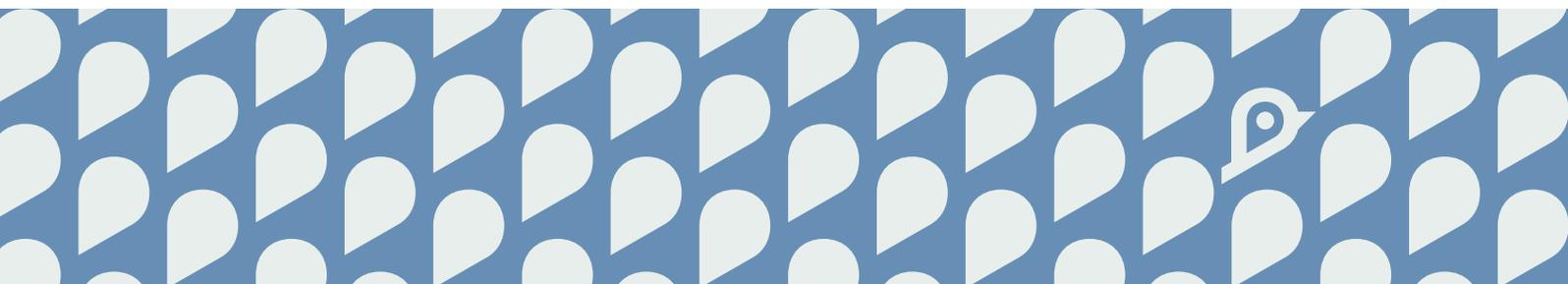
Role competencies

Part one - Knowledge and experience

- Proven work experience as a Project Coordinator or similar role, with 3 yrs experience
- preferably in housing or local authority environment.
- Solid organisational skills, including multitasking and time-management
- Strong client-facing and teamwork skills
- Experience handling contentious matters with sensitivity, confidentiality and balance.
- Experience in project management, from conception to delivery
- An ability to prepare and interpret flowcharts, schedules and step-by-step action plans
- Familiarity with risk management and quality assurance control
- Hands-on experience with project management tools
- Good customer service experience
- IT Skills, Word, Excel,

Part two -Skills and abilities

- Strong communication skills to support interaction with a diverse range of teams and stakeholders
- Able to work autonomously, knowing when to refer problems upward and when to work through them independently and prepared to take a hands-on approach.
- Active listener who can empathise and deal with range of competing views
- Excellent interpersonal skills to influence, and be comfortable participating in meetings and with diverse groups
- Adaptable and can easily change tact and approach in different scenarios
- Good leadership skills, with the ability to steer and manage meetingsy change tact and approach in different scenarios





Part three - Personal Style and behaviour

- A person who gets things done!
- Trustworthy and credible; an excellent role model for the partnership.
- Highly motivated with strong work standards & ethics
- Confident personality with strong interpersonal skills to liaise with numerous stakeholders and resolve situations effectively, tactfully and with minimal conflict while maintaining positive relationships.
- Ability to make sound judgements in challenging situations.
- A team player who can understand and contribute to wider project objectives

About you

In an environment where no two days are the same, we are looking for someone who has an eye for detail, is ambitious and tenacious and who shares our values. Experience of working within a public sector environment is required and you will have gained exposure collaborating with senior leaders and communicating effectively amongst a wide range of stakeholders.

It is essential to have a proactive attitude, to be able to work on your own initiative, to prioritise and manage workloads efficiently and effectively, whilst showing leadership qualities. A degree or qualification in project management is desirable. In addition to meeting the criteria outlined in this Job Description, you will also be required to detail examples of your experience/ knowledge of the following areas within your application:

- Excellent interpersonal skills, with the ability to demonstrate tact and diplomacy
- Ability to apply a logical and practical approach to problem-solving
- Strong organisation and prioritisation skills, managing a varied workload
- Experience of managing a team within a busy, demanding, and pressurised environment

To apply

If you are interested in being considered for this role please email a covering letter and CV to Val Bagnall at

val.bagnall@populoliving.co.uk by 5pm on Friday 23 April 2021.

