

JOB DESCRIPTION

Job title: Project Client Liaison Manager	
Contract length: Fixed term, 2 years	Hours per week: 35 Weeks per year: 52
Salary: £45,603 - £54,943 pa	Grade: 6
Service: CCW	Location: Camberwell, Chelsea and Wimbledon Colleges

What is the purpose of the role?

To provide project and relationship management expertise in relation to a medium and long-term estates development project. The role holder will be a key connector between the Estates and college sides of the project, assisting each to work constructively together.

Duties and Responsibilities

- Support CCW to identify their full requirements and articulate these in the required detail in written briefs, acting as a primary contact with users to establish their requirements for each area in liaison with the design team and Estates Programme Manager.
- Work alongside the CCW Programme and Projects Manager to ensure the estates project's demands are fully understood and accounted for in the broader college programme of activity.
- Ensure preparation of project documentation such as PIDs, Client Project Assessment Summaries, Business Cases and Mandates to alter premises, liaising with the CCW Programme and Projects Manager as required.
- Provide technical and professional input on maintenance and construction matters to Estates and CCW.
- Work closely with the Estates Programme Manager to ensure that the necessary process timescales and inputs are understood and to translate this into achievable objectives with CCW.
- In connection with minor works, alteration and refurbishment projects, work alongside Estates colleagues to ensure users are involved and engaged from inception to completion.
- Support effective financial management in respect of managed works and devolved revenue expenditure, including preparation of budgets and cost estimates, monitoring expenditure and effective cost control to maintain expenditure within financial limits.
- Work with the Estates Programme Manager, UAL Health and Safety and College teams to ensure Health and safety requirements are fully understood and adhered to and that the appropriate records, procedures and systems are in place in compliance with statutory duties.
- In conjunction with Estates, to liaise with IT to ensure arising requirements are identified, understood and planned for.
- Establish effective and continuous channels of communication with all stakeholders including staff, students, service providers, suppliers and other interested parties.
- Specifically, to foster and facilitate a positive working relationship between the Estates Programme

Manager and the CCW Programme and Projects Manager.

- Collate and analyse data to assist in the implementation of space development, maximising the potential whilst demonstrating best value.
- Implement and manage move schedules and programmes ensuring spaces are refurbished, fitted out and ready for occupation on time, working with the CCW Programme and Projects / Change Manager to ensure stakeholders' needs are met.
- Manage post move operations and with the CCW Programme and Projects / Change Manager to monitor stakeholder satisfaction and impact.
- Provide CAD drawings and space management information to UAL staff and external parties.
- Identify risks and threats to the estates project and to highlight these with both the Estates Programme Manager and CCW Programme and Projects Manager and others as required to ensure mitigations are negotiated and implemented.
- Contribute to the change control process for the estates project, ensuring scope is known and any changes to scope are agreed by all parties.
- Ensure that the University complies in all respects with relevant fire safety and equality legislation, Building Regulations, British Standards, Codes of Practice, etc., liaising with the CCW H&S Advisor to ensure that associated fire risk assessments are developed and maintained.
- Perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.

Key Working Relationships

- Estates Programme Manager
- UAL Health and Safety Team
- CCW Programme and Projects Manager
- CCW Change Manager
- CCW Executive team
- External consultants, contractors and suppliers
- Local authority planning representatives

Specific Management Responsibilities

Budgets: Manage specific project budgets and devolved maintenance budget.

Staff: Indirectly task manage support staff

Other (e.g. accommodation; equipment):

Person Specification	
Specialist Knowledge/Qualifications	<p>Degree or significant experience in surveying, Computer Aided Design or property management</p> <p>Demonstrable experience in all phases of the project management lifecycle</p> <p>Sound knowledge of the Building Regulations, fire risk assessments, health and safety including CDM, the Equality Act 2010 and implications for management of the built environment, etc.</p>
Relevant Experience	<p>Proven experience in building surveying, space design, BIM and project management</p> <p>Ability to design, detail and specify construction, space management, and professional works.</p> <p>Comprehensive experience in property and space surveys, planned maintenance programmes and implementation.</p> <p>Proven experience of managing consultants and contractors, procurement, building, furniture and relocation contracts and administration.</p>
Communication Skills	<p>Advanced communication skills, able to foster positive working relationships between stakeholders.</p> <p>Communicates effectively orally, in writing and visually adapting the message for its audience</p>
Leadership and Management	Motivates and leads others to achieve objectives
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism
Planning and managing resources	Plans, prioritises and manages resources effectively to achieve long term objectives
Teamwork	Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration
Student experience or customer service	Contributes to improving or adapting provision to enhance the student experience or customer service
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems

All shortlisted applicants will be required to undertake the CREDO on-line personality assessment.

This assessment provides us with a valuable insight into your preferred working style, temperament, interests and values. We will use your assessment to focus our interview discussion with you, in order to assess the fit between your profile and the role. At the end of the selection process each candidate will be offered the opportunity to receive a copy of the CREDO candidate development report. Staff selection decisions will never be made solely on the basis of a psychometric assessment.