

JOB DESCRIPTION

JOB TITLE:	Consultancy project manager
DEPARTMENT:	Consultancy
REPORTS TO:	Consultancy lead
MANAGES:	N/A
LOCATION:	Hybrid working – home with regular travel to Coventry office base.

Note: This post will involve travel throughout the UK and the post holder will from time to time be required to stay away from home for short periods.

MAIN PURPOSE OF POST

Purpose of the role:

Our Consultancy provides a tailored service to support housing organisations to review, develop and improve their services. We use a combination of internal and Associate consultancy resources to deliver our projects.

As the Consultancy Project Manager, you will work with colleagues across the business, external stakeholders, and customers to manage the end-to-end process from sales to delivery to evaluation of our consultancy services.

You will be responsible for identifying new business opportunities, project managing bid processes, developing high quality tenders and proposals, as well as co-ordinating associate consultants and partners to match skills with customer needs, and ensure smooth delivery of services.

The role will involve working closely with the Consultancy Lead, wider customer and marketing teams and internal data specialists. You will need strong project management skills as well as experience in bid writing and budgeting.

MAIN DUTIES

- Deliver impressive customer liaison as the first point of contact with consultancy-led customer enquiries. Use your communication and listening skills to identify customer need, level and scale of demand, budget, timeline expectations and desired outcomes.
- Carry out new project development activities by assessing suitability of opportunities, capacity to deliver – both internal and external and alignment to our key service areas and company strengths.
- Prepare proposals and bids that clearly articulate the customer need, our compelling solution and approach and fee structure.
- Manage each assignment as a project and oversee all project scheduling. This includes the design and delivery of a project plan that captures and manages associate / internal delivery days, requirement from wider business (i.e. customer data, performance insights, policy context) fees, outputs, meetings and invoicing.

- Review written outputs and format and QA as required.
- Update CRM to ensure accurate internal reporting.
- Maintaining positive and important relationships across the business:
 - a. Work with the customer team to review and anticipate sales pipelines and future projects to stay ahead of demand and align associates and internal resources to need.
 - b. Liaise with the customer insight team to ensure invoicing is prompt, accurate and supports commercial targets and timelines.
 - c. Work with the consultancy team, insight team and finance teams to prepare regular financial reports that accurately capture performance against targets and budget
 - d. Work with the consultancy team and senior leadership to observe and analyse customer trends and wider sector policy shifts to inform product development / review
- Maintain records and manage contracts for suppliers, associates, and contractors.
- Support sales, marketing, and promotion of consultancy products by providing information and case study opportunities.
- Regularly scan policy environment to identify new opportunities for products range and wider offer to the sector.

Corporate responsibilities

- Work collaboratively and communicate effectively at all levels across Housemark, to ensure that all relevant teams are always aware of customer needs and other relevant updates.
- Promote the Housemark brand and model the Housemark values.
- Comply with the company's health and safety policy and procedures and to take reasonable care, to the best of their individual knowledge and ability, to avoid injury to themselves and to others by acts or omissions in their work.
- Undertake any other duties that are consistent with Housemark's expectations for this level of post.

Post holder signature:

Date:

CONSULTANCY PROJECT MANAGER

PERSON SPECIFICATION

QUALIFICATIONS

• Educated to degree level	Desirable
• Current valid driving licence	Essential

EXPERIENCE

• Experience working in a similar role	Essential
• Demonstrable project management skills	Essential
• Strong experience in and passion for high quality written communications	Essential
• Confident in working with Excel spreadsheets to manipulate and extract data	Essential
• Ability to build successful relationships at all levels	Essential
• Comfortable working with financial information	Essential
• Ability to assimilate the policy agenda and priorities of the sector	Essential
• Ability to work both as individual and within a team	Essential
• Well-developed time management skills. The ability to prioritise tasks and plan own workloads to ensure deadlines are met.	Essential
• Flexibility, resilience and a positive approach to change	Essential
• Experience in a social housing and / or social policy research environment	Desirable

COMPETENCIES / capabilities

LEADERSHIP

Leadership Motivates, enables and inspires others to succeed without discrimination. Has a clear vision of what is required to achieve organisational success, delegates significant accountability with clarity, and acts as a positive role model.

**Commercial
Accountability** Understands the key business drivers that affect the profitability and growth of Housemark and takes appropriate action to maximise Housemark's success. Demonstrates corporate responsibility, ownership for success, and accountability.

THINKING

Problem Analysis Accurately identifies problems, seeks pertinent data without bias, recognises important information, and identifies possible causes of problems.

Customer Service Exceeds customer expectations by displaying a total commitment to identifying and providing solutions of the highest possible standards aimed at addressing customer needs, whilst factoring in Housemark's best interests.

RELATING TO OTHERS

**Persuasive Oral
Communication** Expresses ideas or facts in a clear, succinct, and persuasive manner. Participates actively and convincingly in conversations, without dominating and by accurately synthesizing others' contributions. Uses active listening skills for the benefit of others, rather than listening simply to extract information or to confirm own ideas.

**Written
Communication** Ability to express ideas clearly in writing, with good grammar, spelling, and punctuation, to a level where documents do not require editing or review by another.

Flexibility Ability to modify own behaviour and adopt a different style or approach in order to reach a goal, manage change, embrace diversity, and resolve conflict.

DELIVERING RESULTS

Personal Organisation for the Team Efficiently establishes an appropriate course of action for self within the larger context of working within the team. Jointly clarifies the purpose with others and works towards accomplishing goals, even when the team is working on something of no direct personal interest.

Driving Success States opinions, seizes opportunities and pursues goals, makes timely decisions, acts ethically, demonstrates accountability for outcomes, and increases overall efficiency and effectiveness.