

Capital Projects Manager, London, September 2021 – Job Pack

Job title:	Capital Projects Manager
Department:	Innovation & Enterprise
Reporting to:	Head of Retail
Salary:	£46,920 per annum
Hours:	35 per week
Location:	Based in London (some travel across UK)
Contract type:	Permanent

Aim and influence

- Support the Head of Retail to roll out the retail expansion strategy
- Project manage the search, acquisition, and development of shop units
- Support Head of Retail in the management of shops property portfolio both current and future.

Financial and supervisory responsibility

- Responsibility for project capital budget and delegated responsibility for day-to-day finances of projects and shops budget
- Required to control spending in key areas and prepare budgets for individual property and maintenance projects.
- Provide informed advice on commercial property matters including leases and other legal documentation.

Other key details

- Fixed working pattern with occasional evening and weekend work required
- Travel around the UK will be required
- The role involves working with young people and so a satisfactory basic disclosure from the Disclosure and Barring Service is required

Organisational chart



Please note structure is subject to change

Job responsibilities

Shop Acquisitions

- Project manage shop acquisitions ensuring all tasks are delivered to standard, on time and within budget
- Conduct site visits/surveys, oversee the scope of works and fit out, manage contractors and handover completed shops to the Head of Retail and Shop Management team
- Visit and assess potential new UK store locations, working on feasibility and scope of works
- Produce business cases for shop acquisitions expansion in London and other areas of the UK

Shop Design and Fit Out

- Full end-to-end management of design process from concept through to handover
- Maintain high standards for design and delivery of all shop design and concepts

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- Lead team to ensure all designs/fit out are inclusive of Crisis values and brand, commercial, practical and adhere to current H&S and planning guidelines.
- Manage internal and external teams to ensure all technical and architectural details are correct and to the necessary standard
- Work with internal stakeholders and external contractors and suppliers to ensure investment for shop acquisitions is being delivered to agreed service levels
- Monitor and manage contractor performance, including site visits, and ensure appropriate actions are taken
- Liaise consistently with relevant Crisis departments to ensure their buy in to the projects and to access their expertise around relevant work-streams.
- Manage refurbishment/refit projects of existing retail sites as and when appropriate

Shop Openings

- Order and track shop setup equipment in time for opening
- Assist in planning and running of shop opening events

Overall Project Accountability

- Responsible for the delivery of project aims and objectives, budget control, cost planning and value and risk management
- Ensure that projects are delivered in accordance with agreed contract terms on time, on budget.
- Responsible for chairing project meetings ensuring that each shop meets stakeholder requirements.
- To ensure that internal and external stakeholders are kept fully communicated on project progress and any issues that arise. Prepare reports summarising status on issues, appraising outcomes and providing regular progress reports.
- Ensure all documentation is up to date and stored correctly on Microsoft Sharepoint
- Build effective relationships with internal and external partners, respond to and resolve conflict when arises between different stakeholders

General Accountabilities

- To provide general building construction advice and guidance when required particularly in relation to ongoing maintenance and management issues of retail properties.
- Actively encourage and support member involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims

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- Follow Crisis policies and procedures, including health and safety
- Carry out other reasonable duties that may be required

Person Specification

Essential

- 1 Experience of successfully delivering capital projects of a similar scale within a project management environment
- 2 Excellent business analysis skills with ability to undertake research and model data as required for business case development
- 3 Experience of managing successful relationships with landlords, suppliers, contractors, colleagues, volunteers and external partners
- 4 Strong organizational skills, able to prioritize and manage multiple projects with strict deadlines
- 5 Proven negotiator able to find collaborative resolution to problems.
- 6 PRINCE2 or AGILE Practitioner, or other equivalent project management qualification
- 7 Able to travel within the UK and work flexible hours as required
- 8 Commitment to Crisis' purpose and values including equality and social inclusion

Desirable

- 9 Facilities and/or Construction experience within a retail setting
- 10 Design focused with a construction background

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section. A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.