CREATING
COMMUNITIES
TOGETHER

SOUTHERN
HOUSING

Programme Manager (BSSP)

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions, and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open, and transparent in your actions and words.
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency, and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners are at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

Reporting to the Head of Regulatory Change, you will be responsible for planning, coordinating, and delivering the Building Safety Surveys Programme (BSSP) across Southern Housing's occupied higher-risk residential buildings.

You'll ensure the programme is properly planned, resourced, monitored and governed in line with the programme brief, and that work is delivered in line with relevant legislation, standards, and organisational requirements. Working with internal teams, consultants, contractors, surveyors, asbestos specialists, residents and building safety risk managers, you'll support safe and coordinated delivery.

You'll ensure findings are recorded and that recommendations and actions are proportionate, reasonable, and used to inform the development of building safety risk assessments. This will support Southern Housing in demonstrating how it is meeting its duties as Principal Accountable Person, maintaining Golden Thread information and identifying future improvements.

Southern Housing Limited a charitable housing association and registered society No.
Southern Home Ownership Limited a registered society No
Southern Space Limited company registration No
Southern Development Services Limited company registration No
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The location

You'll be based at our main office in Farringdon, with the option of working in a hybrid way when appropriate and as agreed with your manager.

What you'll be doing:

- Being responsible for the planning, coordination, monitoring, and delivery of the Building Safety Surveys Programme across Southern Housing's occupied higher-risk residential buildings.
- Ensuring the programme is properly planned, resourced, monitored and governed in line with the approved programme brief.
- Managing programme plans, including Microsoft Project plans, status reports, performance reports, risk and issue logs, and programme governance documents.
- Monitoring programme progress, milestones, risks, issues, dependencies and deliverables, escalating matters where required.
- Ensuring programme activity is delivered in line with relevant legislation, standards, organisational requirements and agreed programme objectives.
- Managing and monitoring the performance of suitably qualified consultants, contractors, fire risk assessors, structural specialists, asbestos surveyors and, where appointed, Principal Designer (CDM).
- Supporting the delivery, review and assurance of fire strategy reports, Type 4 fire risk assessments, structural reports and associated enabling surveys.
- Carrying out assurance activities to confirm that organisations and individuals involved in the programme have appropriate competence, experience, and capacity.
- Coordinating building access arrangements to enable inspections, assessments, surveys, intrusive investigations, opening up works and making good to be completed safely and with minimal disruption.
- Working with internal teams, building managers, residents and other stakeholders to support access planning and resolve operational issues that may affect programme delivery.
- Ensuring consultants, contractors, surveyors, and relevant specialists receive the building information required to support their work, including floor plans, previous fire risk assessments, fire strategy information, structural information, maintenance records, asbestos information, and other relevant building documentation.
- Ensuring appropriate asbestos information, surveys and reports are obtained, reviewed, and shared with relevant parties to support safe planning and delivery of intrusive surveys, Type 4 fire risk assessments, opening up works and making good.
- Delivering and promoting effective communication and engagement with stakeholders throughout the programme, including delivery partners, building managers, residents, internal teams and regulatory or enforcement authorities where required.
- Planning and supporting resident communications and engagement activities linked to surveys, inspections, intrusive investigations, and access requirements.
- Reviewing fire strategy reports, Type 4 fire risk assessments, structural reports and associated findings, assessing risks, information gaps and required actions.
- Instructing peer reviews or technical reviews of reports where required to provide quality assurance and support consistency of outputs.
- Ensuring findings, recommendations, corrective actions, decisions, and lessons learned are recorded and used to inform the development of building safety risk assessments.

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- Ensuring programme outputs support Southern Housing in demonstrating how it is meeting its duties as Principal Accountable Person.
- Ensuring safety data collected through the programme is documented and integrated into the Golden Thread of Information and/or relevant corporate systems.
- Supporting a structured approach to remedying safety issues and implementing ongoing safety improvements arising from programme findings.
- Conducting post-survey and post-assessment reviews to assess programme effectiveness, gather feedback and refine the approach for future phases.
- Working collaboratively with internal teams to ensure programme outputs inform wider building safety strategies, operational planning, risk management, and future improvements.

Knowledge

- Experience of managing large and complex projects or programmes from planning through to delivery and completion.
- A project management qualification or an appropriate level of equivalent experience.
- Experience of working with senior stakeholders, multi-disciplinary teams, consultants, contractors, and specialist suppliers.
- Experience of managing high-profile programmes in a changing environment.
- Experience of resident liaison, access coordination, customer engagement, or community engagement linked to operational programme delivery.
- Educated to degree level/postgraduate level, or able to demonstrate an equivalent level of experience and knowledge.
- Good knowledge of relevant legislation, regulations, codes of practice and standards relating to building safety, fire safety, construction, housing, health and safety, and asset management.
- Knowledge of programme governance, programme briefs, risk management, reporting, assurance, and performance monitoring arrangements.
- Understanding of building safety assessments and reports, including fire strategy reports, Type 4 fire risk assessments, structural reports and associated enabling surveys.
- Understanding of the role of asbestos information, asbestos surveys and supporting reports in enabling safe intrusive surveys, opening up works, and making good.
- Understanding of the importance of accurate building safety information, Golden Thread requirements and the development of building safety risk assessments.
- Knowledge of the Principal Accountable Person role and the need to demonstrate how Southern Housing is meeting its building safety duties.

Skills

- Strong programme and project management skills, including the ability to plan, monitor and control complex programmes in line with an approved programme brief.
- Effective leadership, interpersonal and communication skills, with the ability to work collaboratively with internal teams, consultants, contractors, and specialist suppliers.
- Strong analytical skills, with the ability to review reports, assess findings, identify risks, information gaps and required actions.
- Ability to manage programme plans, resources, risks, issues, dependencies, milestones, budgets, and reporting requirements.
- Credibility to advise, support and challenge colleagues and delivery partners in relation to

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programme requirements, risks, actions, and outputs.
- Ability to use appropriate IT tools to manage projects and produce reports, dashboards, and presentations for different audiences.
- Strong negotiating and influencing skills, with an organised, methodical, and solution-focused approach to work.

Abilities

- Ability to manage a flexible and demanding workload, prioritise effectively and meet agreed targets and deadlines.
- Ability to work with minimal supervision and confidently use own initiative.
- Ability to analyse information, reports and data to support programme decisions and continuous improvement.
- Ability to empathise with residents and stakeholders, listen carefully and respond professionally to feedback or concerns.
- Ability to remain calm, professional, and outcome-focused when working in a complex, high-profile, and changing environment.
- Ability to manage the workload of staff and support effective delivery through clear direction and prioritisation.
- Ability to motivate and develop staff and delivery partners to deliver an excellent service.

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