

# **Graven Hill Village Development Company**

## **Project Manager – Customer Journey**



### **Competitive Package**

**Salary: £35,000 - £45,000 p.a. depending on experience**

### **Introduction**

Graven Hill is the UK's first large scale self and custom build project and is leading the way to make building your own home mainstream. The project is being delivered by Graven Hill Village Development Company (GHVDC), a company wholly owned by Cherwell District Council. Graven Hill is an ex-Ministry of Defence site located to the southern edge of Bicester, Oxfordshire, and will evolve over the next decade as a new community of up to 1,741 homes.

It is expected that around 40% of these homes will be designed or built by the purchasers themselves.

Home-buyers can alternatively choose to tailor the design and finish of a ready-built home, whilst those looking for affordable rental or shared ownership properties will have a choice of well-designed homes.

As well as the residential development, community facilities will also be provided including shops, village pub, community centre, school and nursery as well as public open space and sports facilities. Part of the wider Graven Hill site has also been set aside for one million square feet of commercial investment over the life of the project.

The concept of Graven Hill opens up the possibility for anyone to design and create their own home. Purchasers have a wide choice of routes to making their self-build dream a reality, at prices that compare favourably to the local property market. There are options for all sizes of build and budget. The purchaser's self/custom build journey can also be as 'hands on' or as 'hands off' as they feel comfortable.

GHVDC will be directly providing a range of products across the site including 'Golden Brick' plot sales, bespoke products, apartments and affordable homes.

We are currently based at the Plot Shop in central Bicester, a five-minute drive from the site and in the future we will have an office presence on site. The organisation currently employs ~ twenty members of staff covering functions including Sales & Marketing, Operations and Finance & Governance.

## **Job Summary**

This post provides the opportunity for an experienced Project Manager with previous residential development/construction project management experience and good interpersonal skills to work with purchasers to progress them through the customer journey to help deliver their dreams and contribute to the development of a new village community.

This is a unique role which will focus, primarily, on those purchasers taking the 'Golden Brick' plot sale option. This involves the purchase of a plot of land designed to accommodate a detached house with requirements and restrictions set out in a plot specific 'passport'.

GHVDC will carry out the wider site infrastructure and landscape works, provide a serviced plot and construct the foundations and ground floor slab to the purchaser's design. The purchaser is free to design, procure and construct their own home.

Your main focus will be to manage a portfolio of 'Golden Brick' plot purchasers, from the point at which they Reserve a plot through to Legal Completion within required timescales. You will provide advice and guidance to purchasers, unlock problems and issues, manage risks, monitor programme and progress, manage Graven Hill designers and other project team members to ensure that each purchaser's Golden Brick works are designed and constructed in line with programme.

In addition, you will need to work collaboratively with, and liaise with colleagues, purchasers' consultants, contractors & suppliers as well as those directly employed by GHVDC. In all areas of your work you will be expected to promote the organisation's commitment to providing excellent customer care, and a safety-first approach to Health & Safety.

The role of the Customer Journey Project Manager sits within the Operations Team alongside other Project Management posts. The post reports directly to the Customer Journey Delivery Manager, although as the project, and organisation develops, the internal structure of the organisation may change.

## **Key Experience and Skills**

- Experienced in construction project management.
- Knowledgeable and technically experienced, especially regarding construction principles, Project Management and Health & Safety.
- Self-confident, decisive, resilient and able to thrive under pressure in a fast-paced, changing, team environment.
- Excellent communication and interpersonal skills, including negotiating and influencing.
- Excellent planning, and organisational skills.
- Drive and determination

**To apply in confidence, please email your CV and current salary details to: [garry.mccormack@gravenhill.co.uk](mailto:garry.mccormack@gravenhill.co.uk)**

**To open an informal dialogue, please contact Emma Grady on [emma.grady@gravenhill.co.uk](mailto:emma.grady@gravenhill.co.uk)**

**Closing date: Monday 17 December 2018**

**Interview dates: 19-21 December 2018 TBC**

**No applications through agencies, please.**