

A thoughtful, inspirational team member, who understands how what they bring contributes to the goal of the whole organisation, and its values, who also happens to be an:



Account Delivery Manager

Whose purpose is to manage customer relationships to ensure efficient delivery of client programmes and continuous improvement in product and service by:

- Overseeing the procurement and delivery of planned and responsive investment works annually to meet the challenges of complex programme delivery for multiple customers.
- Building strong and successful relationships to develop new client accounts and maintain and grow existing accounts, delivering a bespoke, excellent service and identifying opportunities to expand our service offering.
- Supporting clients in the procurement of contracts via differing routes to market in delivery of their asset management strategies.

This role is about...

- Providing market leading service to the housing provider sector.
- Providing guidance to the team, supporting them in developing both themselves and the services we provide to customers.
- Fostering an environment of continuous improvement and aspirational delivery to the client base.
- Contributing to the success of the business.

Skills

- Relationship Management
- Contract Management
- Creative and innovative
- Collaborative
- Proactive
- Judgement and foresight
- Ability to work under pressure

You should be thought of as

HELPFUL **CURIOUS**
INDEPENDENT OF THOUGHT **CREATIVE**
KIND **PASSIONATE ABOUT THE BUSINESS**
PROBLEM SOLVER
PRESENT **SELF-SUFFICIENT** **COLLABORATIVE**
HAVING INTEGRITY
PASSIONATE ABOUT SOCIETY **FAIR** **INCLUSIVE** **SUPPORTIVE**
EMOTIONALLY INTELLIGENT

Day to Day

- Identifying key decision makers, understanding their priorities to develop a tailored approach, working hard to develop solutions that complement the customers' internal teams.
- Managing budgets, analysing data and trends and sharing best practice to propel continuous improvement across the business.
- Shape and provide contract management support to the client base by coordinating activity of the shared service team.
- Utilising knowledge of Procurement and Construction laws and their application in investment programmes.

People

- Promote the PPH ethos and team engagement, including fostering collaboration and engagement across the business to support people and the business to improve.
- Daily interaction with a wide variety of roles within client organisations to establish and maintain relationships for continued delivery of excellent services.
- As a senior member of the team, you will support the wider team in their personal and professional development.

Business

- Raising the profile of the business.
- Being a key member of the Operations Delivery Team, working collaboratively to ensure common purpose throughout the business.
- Challenging inefficiencies, sharing best practice and implementing change in order to improve service quality.
- Using expert knowledge to build strong relationships with stakeholders which adds value to our customer base and service offering.
- Using commercial experience to promote the PPH brand and procurement solutions.



Our culture

We want you to 'bring yourself to work', your personality, your attitude, and your outlook. As important to us that you fulfil the role, is you feeling a part of our constructive workplace and culture. We're a flexible company, we want to get the best out of you, but also for you to get the best from ourselves as an organisation. You'll be encouraged to develop an understanding of the business and its goals, while developing relationships and your career.

Application



During the recruitment process, we will be looking for you to demonstrate that you have the values and behaviours that align with our culture, in addition to the skills and experience below to help us identify if you are the perfect match for the role.

Certain factors are crucial for you to perform the job, while others can enhance your chances of success but are skills that can be cultivated if you haven't had the chance to develop them in previous roles.

Skills and experience	When	Is it essential?
Working at a senior level within the housing or construction industry	Application	Yes
Relationship management	Application	Yes
Financial management experience	Application	Yes
Contract management	Application	Yes
Ability to work under pressure	Assessment and Interview	Yes
Innovative thinker	Assessment and Interview	Yes
Collaborative	Assessment	No
Proactive	Assessment and Interview	No