



City of Westminster

Senior Capital Investment Manager (Major Works)

What we value at Westminster

Westminster City Council believes in creating a City for All where people are born into a supportive and safe environment, grow and learn throughout their lives, build fantastic careers in world-leading industries, have access to high quality, affordable homes and retire into the community with dignity and pride.

We work together to adapt to the changing needs of our communities – resulting in a dynamic atmosphere where ambition, diversity and creativity are celebrated.

Our culture

At Westminster we have a culture of openness, transparency and integrity – where everyone has the opportunity to thrive and develop to be the very best.

The Westminster Way is the council's commitment to our staff and is underpinned by three pillars:

- **Personal development:** Everyone has talent. We want everyone to thrive at Westminster and so we take the time to nurture talent – coaching and mentoring our people to be the very best.
- **Value our people and diversity:** Everyone is valued. We embrace our differences, to bring new perspectives to the future challenges of our city.
- **The Westminster Way of working:** Everyone is a leader. At Westminster we encourage everyone to develop themselves to have a growth mindset and an outward looking approach to provide the best service to our residents, businesses and visitors. We champion modern and agile working and an open and transparent outlook to the way we work.

In order to do the very best for our communities, we believe that our workforce should be representative of the people we work on behalf of, our residents. That's why at Westminster we celebrate and embrace our differences.

We are passionate about creating a workplace where all can thrive, and where every single person has the opportunity to develop, grow and to be valued for their contribution.

Portfolio/responsibilities of this role

The Council's Housing Directorate delivers essential services to residents across the city, managing a diverse portfolio of over 21,000 homes.

This role will be responsible for the strategic leadership and programme-level accountability of the Westminster Capital Investment Delivery for their area, leading a high-performing multidisciplinary team. They will set the delivery framework to ensure excellent project, quality and contract management and successful delivery of the Housing Asset Strategy. As part of this, they will lead a transformational cultural shift across Westminster's Housing Investment Programme, combining high-quality technical delivery with parallel standards for trust, transparency and accountability, and embedding an ethos that treats every resident as a partner in Major Works Delivery, rather than a passive recipient of it. Alongside the strategic remit, they will also personally deliver a number of high-priority projects.

1. At programme level, lead an innovative and transformational approach to capital investment delivery, managing a multidisciplinary team, and setting standards to place resident experience, safety, and priorities at the heart of all project decisions from inception to close-out. Ensure resident voice informs key project decisions, particularly around decanting, design options, site logistics, and social value outcomes
2. Responsible for effective and proactive prioritisation, orchestration and delivery across the capital investment programme, balancing scope, affordability and capacity to manage and ensure value in Council Housing stock, ensuring every scheme delivers both value and dignity for Westminster's residents, alignment with Westminster's strategic objectives and the City for All vision.
3. Set, own and continuously improve a standardised robust project governance and management framework (including RIBA-aligned stage gates, change control, escalation routes Council governance adherence, reporting, budgetary control, quality control processes and risk and issue management) ensuring that statutory requirements, financial regulations and other relevant requirements are allowed for and commissioning independent assurance when required.
4. Drive excellence and innovation in design and construction delivery, setting standards for and ensuring the take up of adoption of modern methods of construction, digital project tools, and sustainable practices aligned to Net Zero objectives.
5. Lead and mentor a high-performing multidisciplinary team, defining team structures and roles, capacity plans and resourcing, and holding the team to account for programme outcomes (time, cost, quality, safety, resident experience) to foster a culture of resident focus, continuous improvement and inclusive leadership
6. Champion the Westminster Way by modelling integrity, collaboration, and innovation and leading the development of

staff through Westminster's "Step Up" and coaching programmes.

7. At Programme level, serve as the Council's lead for quality assurance, transparency and accountability across all Major Works, establishing ISO 9001-aligned procedures, audit schedules and non-conformance management, to ensure compliance with objectives and statutory requirements such as the Building Safety Act, CDM Regulations 2015, and Net Zero Carbon targets.
8. Set and assure the strategy to ensure effective contract management and regular evaluation of the performance of service providers, consultants, and other delivery partners to ensure regulatory targets are met, quality of workmanship and services are maintained and to deliver improvements in cost efficiency, social value and quality for the benefit of residents. Mobilise new procurements and service providers as required, embedding and adopting lessons learned to improve outcomes.
9. Provide senior-level insight and resolution on complex and escalated issues owning the programme risk and issue framework, ensuring early warning triggers, clear escalation pathways. Support the team in the preparation for legal claims, legal processes and representing the Council in relevant tribunals.
10. Responsible at programme level for embedding a culture of continuous improvement through lessons learned, gateway reviews, post-occupancy evaluations, and structured feedback loops focused on resident experience with residents, asset managers, and delivery teams.
11. As the programme budget holder act as a custodian for public funds set and maintain robust financial governance and controls for the programme across and carrying out duties to meet principles of affordability, feasibility, sustainability, compliance, value for money to the highest standards for the benefit of residents.
12. Partner with teams across the Council to align programme delivery with the HRA business plan and Housing and Corporate objectives
13. Act as the Council's senior voice on resident-focused delivery, setting and adhering to engagement principles and minimum standards for all schemes and building strong relationships with residents, Councillors, and stakeholders, ensuring community priorities shape design and delivery through transparent, inclusive engagement.
14. Represent the Council at internal and external meetings, such as formal Council meetings, resident engagement events and other public meetings including frequent site visits, evening

	<p>and weekend meetings. Respond to FOIs, resident concerns, complaints, and Member enquiries in a timely and professional manner.</p> <p>15. Undertake other duties as relevant to the nature, scope and level of the role as necessary, including managing ad hoc and special projects as required.</p> <hr/> <p>Budget Responsibilities</p> <p>Up to £20m / year in capital projects delivery across the Programme</p>
<p>What do we expect this role to achieve?</p>	<ul style="list-style-type: none"> • A transformational culture shift to a resident-first ethos across the Major Works Programme balancing delivery and technical compliance with trust-based, transparent, and co-designed outcomes that reflect resident priorities. • Leadership and inspiration of a multidisciplinary team that models inclusive leadership, continuous improvement, and the Westminster Way, to achieve the timely, high-quality delivery of complex capital projects aligned to the Housing Asset Strategy improving the condition, sustainability, and long-term value of over 21,000 homes. • Set and embedding of robust project governance, contract compliance, and financial oversight frameworks and processes to assure project delivery, standardise ways of working, meet statutory duties, minimise risk, and uphold standards of public trust and value for money. • Innovation in sustainable design, digital delivery, and modern construction methods, driving excellence in safety, quality, social value, and Net Zero outcomes. • Programme level oversight and management of all contracts and services providers related to the planning and delivery of Major Works projects.
<p>Band/Salary range</p>	<p>Band 4</p>
<p>Work style</p>	<p>Agile and flexible working conditions</p>
<p>Your manager & team</p>	<p>Reports into the Head of Major Works</p> <hr/> <p>Team management - Investment Managers, Clerk of Works, indirect management of Resident Engagement Partners</p>
<p>Experience</p>	<ul style="list-style-type: none"> • Proven leadership of complex, multi-disciplinary capital programmes across all RIBA stages (0–7), with a strong track record of delivering high-impact housing investment and regeneration projects to time, budget and quality.

- Comprehensive practical construction knowledge of plant and equipment, products and different ways of working to ensure appropriate solutions are adopted
- Expert knowledge of construction methods, sequencing, critical path management, and programming software, with the ability to produce, analyse and adjust construction programmes, undertake delay analysis, and lead reprogramming.
- Experience of managing a team in the built environment to deliver projects and programmes on time, on budget and that achieve high levels of resident and stakeholder satisfaction
- Demonstrated experience in driving and evidencing value for money in capital delivery, through procurement, contractor performance, scope management and quality control.
- Deep expertise in construction contract administration in the public sector across a range of contract types with the ability to train and guide team members in best practice contract management and compliance.
- Extensive experience ensuring services and housing or capital projects are accessible, representative, and responsive to the needs of diverse communities.
- Substantial experience managing and developing high-performing teams, including technical professionals, consultants and contractors, fostering a culture of accountability, excellence and continuous improvement.
- Experience working collaboratively with a wide range of internal and external stakeholders including residents, Councillors, contractors, and consultants to deliver shared outcomes.
- Extensive experience operating in complex political and partnership environments, collaborating effectively with senior officers, councillors, residents, statutory bodies, and external agencies to align priorities and deliver resident-focused outcomes.
- Practical, hands-on construction knowledge including plant, equipment, buildability and materials, enabling sound judgement in resolving site issues, specifying technical solutions, and assuring quality on the ground.
- Experience translating housing strategy, compliance requirements, and emerging legislation (e.g., Building Safety Act, Net Zero, ESG) into deliverable capital programmes
- Significant experience in budget and resource management, including monitoring expenditure, forecasting, and ensuring alignment with business plans and funding constraints.
- Working knowledge of project and programme management methodologies (e.g. RIBA, PRINCE2, MSP), and the ability to apply structured approaches to planning, delivery and review of projects
- Strong track record in managing Clerk of Works, quality assurance regimes, and technical inspection processes to ensure that build quality meets contract, specification, and resident satisfaction standards

Skills

- Strong understanding of professional disciplines including project management, quantity surveying, design management and quality assurance, with the ability to coordinate across all workstreams and embed robust governance.
- Demonstratable skills in inclusive leadership by actively creating a culture where every team member feels valued, respected, and able to contribute.
- Evidences a strong commitment to equity, diversity, and inclusion through fair and equitable decision-making and proactive support for professional development across a diverse workforce.
- Ability to lead project gateway reviews and adhering to project assurance frameworks to control risk, ensure readiness for delivery, and embed learning from lessons and audit
- Ability to lead meaningful resident engagement and embed co-design into projects, ensuring resident priorities are reflected in project scope, design and delivery.
- Skilled at integrating equality and inclusion principles into project design, procurement, and engagement, and at fostering collaborative, cross-disciplinary team working that values different perspectives.
- Ability to work across technical, commercial, and community-facing teams to ensure joined-up project delivery that integrates resident priorities, statutory compliance, and strategic objectives.
- Strong understanding of the legal, financial, and political context of local government and the built environment, with a clear grasp of the statutory responsibilities and constraints shaping housing and asset investment.
- Strong leadership and delivery of change skills with the passion and drive to take services to the next level, whilst ensuring consistency in ways of working.
- Strong commercial acumen with experience overseeing large-scale budgets, contract management, supplier performance, and cost control ensuring value for money, risk mitigation, and strategic alignment with housing investment priorities.
- Excellent working knowledge of the administration of construction contracts.
- Ability to provide visible and supportive project leadership, empowering, enabling, motivating and developing the workforce and fostering a positive organisational culture to achieve required outcomes.
- Proven ability to manage political and cultural issues and deliver project, programme and change management programmes.
- Innovative thinker that demonstrates curiosity and creativity in solving complex problems, using evidence, technology, and collaboration to design and deliver innovative, practical solutions that improve performance and resident experience
- Skilled in reviewing and challenging technical designs and specifications to ensure buildability, cost-effectiveness, resident suitability, and alignment with contractor delivery capabilities.

	<ul style="list-style-type: none"> • Advanced relationship, communication and stakeholder management skills to collaborate, influence and engage others effectively. • Committed to personal and professional development, investing time in continuous improvement and reflective practice for self and others • Excellent financial and budget management skills with the ability to deliver economies through creative and efficient working practices. • Proficient in Microsoft Office (especially Excel and Word) with ability to learn new digital tools and systems quickly <hr/> <p>Qualifications</p> <ul style="list-style-type: none"> • Relevant professional qualification or Chartered Membership (or working towards) of a relevant Professional Body (e.g. MRICs, MCIOB, APM) or demonstratable equivalent experience and skills to undertake the role • Evidence of continued professional, leadership, managerial and personal development
<p>Corporate standards</p>	<ul style="list-style-type: none"> • Resources / Financial management We expect you to manage delegated budgets, funding and resources in line with our processes and our Westminster Way • Values and behaviours Our values and behaviours are at the heart of everything we do. We expect you to work in this Westminster Way empowering, engaging and encouraging your teammates to deliver our corporate vision. • Compliance We expect you to ensure legal, regulatory and policy compliance in area of your specialism, identifying opportunities and risks and escalate/report where appropriate. • Equality and diversity We value equality and diversity as a City Council, and we want you to support and promote this in your day-to-day work.
<p>Additional values and behaviours for Managers</p>	<p>People and Service Management</p> <ul style="list-style-type: none"> • Role model the Westminster Way: <ul style="list-style-type: none"> ○ Demonstrate inclusive leadership ○ Take the lead in driving initiatives ○ Be proactive in being forward and outward looking, by regularly investing in own development. • Driving forward performance by empowering staff to take the lead. Setting high standards, encouraging improvement and innovation. Supporting the team to achieve by adopting a coaching style of management • Having regular employee led conversations to develop our people – creating a safe environment for learning, taking time to

	<p>understand their strengths and motivations, stretching them and coaching them to achieve.</p> <ul style="list-style-type: none">• Managing budgets responsibly – planning, monitoring and adapting budgets to respond to changing priorities.• Delivering the Medium-Term Plan• Working within the democratic framework - understanding the democratic process and its role in public organisations, anticipating Member needs and responding to their feedback.
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