**Simone Kesic- 07555281698**

**Profile**

I am an innovative and experienced Project Manager, Partnership-builder and professional. I have experience in people, performance and project management. Coming with strong diverse communication skills, the ability to work efficiently under pressure, showing initiative and as an excellent team player that combines experiences to meet and exceed organisational objectives. I am experienced working with strategic stakeholders; the Local Government and Councils Nationally. I possess a good understanding of governance; capacity building; and strategy, targets, and people and client relationship management. I am proficient with ICT including Microsoft Office Suite - Word, Excel, PowerPoint, Access and other bespoke software. Culturally sensitive and geographically mobile,I am ready to take on challenges in my areas of specialty where my skills set would be a value added to current operations.

**Education**

2011- 2013 : MA Urban Policy and Design University of Westminster

2007-2008: Prince2 Foundation in Project Management.

* 2001-2003: BA Urban and Regeneration Studies (Town Planning) University of Westminster. Majoring in Sustainability and Land policies, Economic and Environmental Appraisal, Communications and PR, Transport Policy, Finance and Legislation and Development.
* 1998-1999: Diploma in Business Management, Georgia State University, Atlanta USA.
* 1996-1998: A ‘Levels: Law (A), French (A), Business Studies Barnet College, Barnet, and Middlesex.
* ‘O’ Levels in French, English Literature, Biology, History, English Language, Geography and Economics, Edgware School, Middlesex.

**Career Summary**

**Lead Housing Project Delivery Manager, Hackney Borough Council April 2018 – Present**

Overtook the responsibility for the delivering the Council’s Rehousing Objectives.

Coordinated and managed the area neighbourhood teams.

Led all areas of decants including requests for temporary or permanent whilst working in collaboration with other internal departments to ensure a low cost and time effective service.

Led in the decision process for all discretionary cases ie successions, gang related cases etc

Governed the approval or rejection of decant requests submitted for both housing and maintenance. Whilst providing a responsive service to all customers involved by ensuring regular contact and progress updates throught the project.

Led with the coordination of all new builds within The Hackney Borough region whilst acting as the main point of contact for new developments

Regularly managed and reviewed budgets to ensure the service is efficient and cost effective.

Managed the allocation of payments regarding rehousing to clients.

Designed and implemented strategies & policies both internally and externally to support the Council’s core message.

**Senior Housing Delivery Project Manager, Brent Council January 2017 November 2017**

* Supported the Head of housing to ensure that the housing projects are developed and deliveredin line with the Councils core values.
* Ensured that the Housing Projects meet expectation of stakeholders and the objective are communicated across the team.
* Implemented, monitored and controlled revenue and īcapital budgets to meet the targets set by the Service Director.
* Oversaw that all projects and work packages were managed with appropriate controls are in accordance with agreed methodology including risks, issues, stakeholder management, project plan and reporting.
* Wrote and Implemented the housing procedures and policies within the housing department.

**Head of Housing Services Department, Coventry City Council January 2016 – October 2016**

As Head of Housing Services Department, I led a newly reshaped Division in delivering excellent and customer focused housing services for residents of Coventry.

* Responsible for managing the Council services in relation to homelessness prevention and options, lettings and allocations, supporting independence, coordination of temporary accommodation and voids, right to buy and shared ownership, and the delivery of affordable housing supply in the borough.
* Took lead responsibility for the professional advice on the Council’s housing operations functions
* Took the lead role in preparing, shaping and developing the annual Service Plan, the HRA Business Plan.
* To lead in the landlord service and ensure the Council delivers cost-effective and efficient services to tenants, leaseholders and customers through high performing service teams; effective and innovative housing management.
* Led in the delivery of the Decent Homes Backlog funding programme .
* Prepared and presented reports for the Strategic Director, Housing Portfolio-Holder, Executive and Community Overview and Scrutiny Committee etc.
* Created and maintain successful partnership working with other agencies and services, including social services, police, mental health services and housing associations.
* Oversaw and monitored service systems, including appraisals, preparation of estimates, budgetary control, staff training and development, health and safety practices, to ensure that the service team is meeting authority-wide standards.
* Led the completion of the transformation of the Division, and effectively managed homelessness service .

**Housing Options Manager, Bromley Borough Council September 2015-December 2015**

* Responsible for the delivery of some of the functions of the Housing Needs Service, relating to the Council’s responsibilities for the administration of Housing and the delivery of services to residents in housing need, including the assessment of approaches for housing assistance and applications for housing made through the housing register or by homeless households. the provision of temporary accommodation, the letting of Council and other properties, and the provision of support to `no recourse’ household.
* Motivated staff to deliver excellent services, monitoring all aspects of staff behaviour including sickness absence, disciplinary issues, training and development, customer service, and equal opportunities, and being responsible for supervision and appraisals and for the recruitment of new staff where appropriate.
* Took the lead on particular projects and initiatives relating to the objectives of the Service including liaison with private landlords, the voluntary sector, estate regeneration, homelessness prevention, customer awareness campaigns, and the acquisition and management of temporary accommodation.

**Clients Services Senior, Hounslow Borough Council March 2015-September 2015**

Managed a team of 20 officers – which include assessment officers, assistants, allocation etc

* Ensured a high quality housing options service is given to customers by responding effectively & efficiently to enquiries
* Maintained an on-going in-depth knowledge and understanding of relevant housing legislation and the Council’s statutory duties and commitments in providing housing services to those who are, have been or are likely to become homeless.

**Housing Services Manager, Northampton Borough Council September2014 –March 2015**

Efficiently managed a caseload ensuring that cases are prioritised to maintain a cost efficient service using initiative to provide appropriate outcomes for customers within available resources.

**-Senior Housing Options Officer, First Choice homes July 2014- July 2014**

**-Housing OptionsTeam Leader**, **Bournemouth Council**  **April 14- June14**

**-Senior Housing Options Officer, Wolverhampton Borough council March 2014- April 2014**

**-Travelling October 2013 – Feb 2014  
-Housing Advice Manager, Great Yarmouth Borough Council March12 – August 2013**

**Housing Services Manager, Norwich City Council**

Provided a detailed guidance and support to Housing Options Officers on security of tenure, disrepair, welfare rights, harassment and illegal eviction, homelessness and other housing issues to ensure an effective service is provided.

* Supervised the investigation of housing needs cases, the development of options to meet those needs and the implementation of these options by Housing Advisors.
* Participated on a rota system as duty Manager in the Housing Advice Centre reception to provide management support to the frontline staff and make decisions in accordance with the Housing Act 1996 Part VII (as amended by the Housing Act 2002) whilst performing duty.
* Approved recommendations made by Housing Options Officers in relation to assessments carried out under the Housing Act 1996 Parts VI and VII (as amended by the Homelessness Act 2002).
* Carried out reviews of decisions made under the Housing Act Parts VI and Part VII.

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**Senior Regeneration Officer, Poole Borough Council September 2010 – February 2011**  
  
**Team Leader, Mendip District Council April 11- July 11**

**Project Manager, Nuneaton and Bedworth Council Dec 2010 – July 2011**

* Bespoke development and production of procedural guides for staff and managers.
* Multi-agency Public Protection procedures.
* Scheduling one off offenders: sexual and violence related offences.
* Completed 150 Home visits to homeless households residing in PSL properties.
* Bespoke development and production of 11,000-word PSL home visiting guidance for staff including standard letters and forms.
* Production of PIDs, desk assessments, action/project plans for each individual service area within the Directorate. Line managed by Assistant Director and Housing Demand Group.

**Commercial Contracts Manager, Medip Borough Council Dec 2009 – Nov2010**

* Main contracts negotiated and executed framework access agreements for new school build (Â£8m) and gas servicing (Â£3m)
* Execution and commercial implementation of GM Procure Framework Agreements relating to capital works on Council Houses in respect of Decent Homes initiative
* 3 contracts valued at Â£1.5m for Customer Relationship Management IT solution

**Interim Housing Options & Advice Manager, Norwich Council Jan 2009 – Dec 2009**

* Implemented a strategy to improve the customer experience for overcrowded and under occupying households on the transfer list.
* Introduced a bespoke service to move vulnerable families and individuals into new homes.
* Engaged and trained current staff and residents on the methodology and the principles involved.
* The role involved managing a CBL system and developing a replacement model with a partner IT provider and collaborating with the ASB team to find alternative accommodation, when justified by the most severe threats.
* Advised for Circle 33 on homelessness, allocations, and lead liaison with partner Boroughs on a Homelessness Strategy.

**Homelessness Team Leader, Great Yarmouth Borough Council**

Ensured that customers in housing need or facing homelessness were offered a range of suitable housing options, together with appropriate housing advice, to prevent homelessness. Ensured Council met its statutory obligations under part VII of the Housing Act 1996 and related legislation.

* Knowledge of welfare benefits and tenancy related issues. Attended MAPPA and MARAC Meetings.
* Supervised a team of eight officers and relieved homelessness wherever possible by ensuring customers can remain in their existing homes or are offered suitable alternative housing.

**Housing Services Team Leader, Mendip District Council**

* In - depth knowledge and understanding of relevant housing legislation and the Council’s statutory duties and commitments in providing housing services to those who are, have been or are likely to become homeless.
* Assisted the Housing Options Manager to investigate, develop, implement and monitor policies and performance to ensure the continuous improvement of the Service including achieving value for money in respect of relevant Housing Service targets and performance Indicators.
* Liaised with relevant statutory, voluntary, private sectors and other agencies including team members and other service areas to provide tailored solutions to customers identified housing needs.

**Senior Regeneration Officer, Poole Borough Council**

Assisted with the development of an effective employer engagement service in relation to employment and recruitment.

* Secured employment vacancies and placements, for the clients of the council's employment services, and enabled companies to employ local people that wanted to access the labor market or return to work.
* Worked closely with the employment advisor manager to ensure that vacancies were successfully matched and sustained by clients of the council’s employment services.

**Housing Advice Manager, Warwick District Council**

* Line Management Team of 6
* Managed the housing options section.
* Responsible for setting and monitoring performance targets for housing and homelessness cases.
* Attended both the MAPPA and MARAC meetings monthly.
* Liaised with various councilors and agency representatives regarding housing policies.

**Senior Housing Options Officer, Basingstoke and Dean Council May 2008 - August 2008**

**Senior Development Officer, Birmingham Council Aug 2007- Feb 2008**

* Maximized the provision of appropriate affordable housing in Birmingham through the planning system, worked in partnership with Registered Social Landlords, Landowners, and developers.
* Assisted with the negotiations on the provisions of affordable housing within new housing developments via Section 106 Agreements and to seek maximum funding through s.106 negotiations for the provision of affordable housing in accordance with corporate policies.
* Developed and maintained contact with the local communities in order to gain awareness of needs and priorities of those communities and promote knowledge about and participation in regeneration activity.
* Identified, examined and analyzed new initiatives in order to maximize the provision of affordable housing in the area, e.g. mixed tenures, low cost housing, cross subsidy.
* Facilitated the provision of projects, which promoted effective and successful participation and regeneration activity by tenants, other residents, local business, the voluntary sector and local authority staff.
* Ensured that ranges of affordable housing tenures are made available within all affordable housing developments to meet the identified needs of the community.
* Maintained close liaison with Registered Social Landlords and private developers on both a strategic and day-to-day level, to maximize the number of affordable housing units delivered every year.

**Principal Project Officer, Litchfield District Council Nov 2006 - July 2007**

* Established and managed effective working practices within the Core Group to deliver "sustainability of affordable housing" in the local area.
* Worked with communities to motivate and encourage participation in relevant networks.
* Formed a close working relationship with investing business.
* Negotiated with businesses, partners, funding agencies to ensure the project evolved within itself as a model for future major developments.
* Developed effective collaborative working at a senior level with public and private sector partners, internal and external stakeholders.
* Prepared reports/briefing notes on the outcome of various projects for senior management.

**Northampton District Council Senior Homelessness Prevention officer May 2006 - Sep 2006**

**Cannock District Council Project and Policy Officer Feb 2006 - May 2006**

**Lichfield Council Senior Homelessness Officer Jun 2005 - Aug 2005**

**South Holland DC Homelessness Officer Apr 2005 - Jun 2005**

**South Staffordshire DC Project Officer Feb 2005 - Apr 2005**

**Staffordshire Moorlands Senior Housing Options Officer Sept 2004 -Dec 2004**

**Birmingham City Council Homelessness Officer Feb 2004 - Sep 2004**

**Greenwich council Housing Adviser**  **2002-2003**

**Memberships, Awards & Voluntary Work**

Prince 2 Practioner 2009.

Volunteering at SCOPE for 18 months

**Hobbies**

Going to the theatre, Travelling , socialising.

**References**

Available on Request