

Q-Step Summer Project 2017: One Manchester

Ref: #40 UoMQStep 2017 One Manchester

Team/Department: Transformation

Address: Turing House, Archway 5, Hulme, Manchester, M15 5RL

Provisional Title for Project: "Transformation Project"

100 word abstract of what the project would probably undertake, and any data to be used:

Various tasks to be undertaken in the Transformation team including research and data analysis predominantly in relation to customer behaviour/nudge theory, service/process improvement, supporting introduction of new systems/processes into the business and VfM self assessment activities, potentially including HouseMark time apportionment exercise. Data will be sourced as necessary from in-house systems.

Key Words (up to 12): Research, Projects, Analysis, Engagement, Communication, Processes, Adaptability, Discretion, Self-Motivation, Confidence

Essential and desirable skills that the student would need to have:

Essential: Microsoft Office (especially Excel)
Good communication skills
Shows initiative
Good attention to detail
Good time management
Adaptable

Desirable: Visio

Understands project management methodology

Experience of analysing data in Excel

Presentable

Determined and resilient

Confident in decision making

Preferred selection method: Interview

Support and training offered by the organisation:

On the job support from the 3 members of the Transformation team plus company induction

Any issues of data confidentiality and/or IPR that would need to be resolved:

Possible exposure to some confidential tenant information or sensitive internal company information so discretion will be required (a data protection course forms part of the company induction)

Supporting Information:

The role will be embedded in a well established small team who will provide all support as required in a dynamic and challenging work environment providing support on business improvement/transformation activities. In the past couple of years the team has carried out a thorough review of the in house repairs service; supported the customer services team through various changes; helped to deliver corporate projects; written the company's VfM self assessment yearly amongst many other pieces of work.

Financial assistance offered by the organisation:

Transportation costs within work time will be covered.