

Job Description

Role Information

Job Title	Associate Director
Directorate (and Team)	Land Referencing
Location (supported by Hybrid Working)	Birmingham
Full Time or Part Time	Full Time

Company Overview

Ardent is the UK's leading provider of land, consent management and stakeholder engagement services to support major infrastructure and regeneration projects from concept to delivery.

We are Project Managers, Chartered Surveyors, Engagement specialists and Land Referencers, based in London, Birmingham, Manchester, Leeds, Glasgow and Dublin and supporting projects throughout the UK and Ireland.

Established in 1992, we are a high-growth business with a client portfolio that includes some of the biggest players across our four core sectors of transport, renewables, utilities and regeneration.

We are passionate about delivering life-improving change for communities and future generations and we are proud to play a key role in facilitating and delivering the UK and Ireland's net zero and growth agendas, improving connectivity, enabling the repurposing of high streets and town centres and delivering new homes.

We are problem-solvers that are outcome focused working collaboratively with our clients to provide strategic advice and services that identify and mitigate risks, deliver efficiencies, delivering buildable consents and then implementing those consents to positively change people's lives and the world that we live in.

Role Purpose

Our Ardent purpose is to deliver life-improving change for communities and future generations.

The Associate Director role at Ardent is crucial in leading and shaping the delivery of transformative change for communities and future generations. As a senior leader, the Associate Director supports setting the strategic direction for major infrastructure and regeneration projects across the UK and Ireland, ensuring Ardent continues to be an industry leader in stakeholder engagement, land and consent management.

In this capacity, the Associate Director is expected to drive high levels of team engagement, uphold the highest standards of quality, and deliver outstanding commercial results, whilst maintaining an unwavering commitment to health, safety and wellbeing. The role is a champion for inclusivity, fostering a culture where diversity and equality are actively promoted and embedded, ensuring Ardent remains a workplace where everyone is empowered to succeed. Through visionary leadership, the Associate Director inspires a collective pursuit of excellence, innovation, and positive, lasting change throughout the organisation.

Key performance indicators for this position are centred on people leadership—measured by team engagement, commercial achievements, technical excellence and maintaining a safe, supportive working environment. Promoting Equality, Diversity and Inclusion (EDI) is fundamental, ensuring fairness and belonging for all. The Associate Director also models a commitment to ongoing learning and professional development, in line with Ardent's value of a 'Thirst for Knowledge', supporting continuous growth and improvement. Adherence to the Quality Management System (QMS) is essential, guaranteeing that all outputs reflect Ardent's reputation for reliability and excellence in service delivery.

Values Alignment & Shared Commitment

The Associate Director position is an ambassador of the Ardent values, promoting a culture of integrity, collaboration and excellence, inspiring a commitment to inclusivity, change and innovation.

Ardent Values

- Thirst for knowledge - We embrace every opportunity to learn, grow and continuously improve
- Own it - We do what we say we will do. We own our individual actions, are accountable for them, and take pride in adding value
- Be the difference - Focus energy to make things happen. Go beyond process. Stand up, Stand out
- Enjoy the journey - Have fun, be engaged and be proud to be Ardent
- Adapt - We drive change and innovation to deliver growth and new opportunities in an ever-changing world

Key Accountabilities, Responsibilities & Outcomes

Accountabilities and / or Responsibilities	Outcome
Fully capable of executing the role of both Project Account Manager on small to medium multi-disciplinary projects and Project Director for single service projects.	Demonstrates versatility and proficiency in managing both small to medium multi-disciplinary projects as Project Account Manager, as well as leading single service projects as Project Director, ensuring successful delivery and effective project oversight.
Effectively executing in accordance with the tender strategy, within a fixed price and negotiating successfully contract changes to drive optimal commercial outcomes.	Delivers successful project outcomes by adhering to the tender strategy, maintaining financial discipline within set pricing, and skilfully negotiating contract amendments to achieve the best possible commercial results.
Demonstrate active thought leadership by presenting yourself as a leader and expert in	Establishes a reputation as a trusted senior advisor through visible thought leadership, inspiring confidence in colleagues and clients, and fostering a

your field with a passion for your work, being recognised as a senior advisor in your space. Strong management and leadership experience, with the ability to manage conflict and confront difficult situations.	culture of expertise, innovation, and professional excellence within the organisation.
Using experience and knowledge of determining the right approach, to include adopting the correct policy and processes required.	Consistently applies expertise and sound judgement to select and implement the most appropriate policies and procedures, ensuring best practice, compliance, and effective project outcomes.
Confidence in leading client meetings and experienced in advising clients in a technical capacity with a high level of technical expertise and commercial acumen.	Demonstrates the ability to effectively lead client meetings and provide expert technical advice, resulting in increased client confidence, stronger client relationships, and the delivery of commercially sound solutions that meet technical requirements.
Takes responsibility for others complying with policies and procedures in accordance with Ardent's ISO9001 (Quality), ISO14001 (Environment) ISO45001 (Health & Safety) accreditations. Demonstrates the right behaviours with respect to Health & Safety for themselves and colleagues.	By ensuring compliance with Ardent's ISO9001 (Quality), ISO14001 (Environment), and ISO45001 (Health & Safety) standards, and modelling exemplary Health & Safety behaviours, the individual promotes a culture of accountability and best practice throughout the organisation. This commitment leads to enhanced operational integrity, a safer working environment, and consistent adherence to regulatory and accreditation requirements, ultimately supporting organisational excellence and reputation.
Seek out efficiencies, including the adoption of new and evolving technology and alignment to a commercial strategy. Realisation of commercial benefits and driving to deliver those benefits.	By proactively pursuing operational efficiencies through the integration of innovative technologies and aligning actions with the organisation's commercial strategy, the individual achieves measurable commercial benefits. This approach drives improved profitability, optimised processes, and ensures the successful delivery of strategic objectives,

	strengthening the organisation's competitive position in the market.
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Key Competencies, Skills & Experience

Competency, Skills & Experience	Outcome
Experienced in building effective working relationships with clients and other stakeholders, both internally and externally.	Enhance cross-functional teamwork and faster, more aligned decision-making, leading to increased project efficiency, resulting in improved team collaboration and strategic alignment across projects and increased client delight scores.
Strong people leadership skills to inspire, develop, and empower high-performing teams.	Lead a high-performing engaged team with an increase in productivity creating a culture of trust and accountability.
Capable of writing and winning tenders in your business area, delivering new work to the business, and demonstrating successful repeat business from existing clients. Contribute to business development for the company by representing the company at functions and creating effective relationships with existing and potential clients.	Individuals who demonstrate expertise in tender writing and winning, securing new business, and fostering ongoing relationships with clients play a key role in driving company growth. Their ability to consistently deliver successful bids and generate repeat business contributes to the organisation's commercial success and strengthens its reputation for reliability and client satisfaction. Additionally, by actively participating in business development activities and building effective relationships with both current and prospective clients, they help to expand the organisation's market presence and ensure a robust pipeline of future opportunities.
Understanding and being able to further promote Ardent services and cross sell to clients.	By demonstrating a strong understanding of Ardent's services and effectively promoting them to clients, individuals help to drive business growth through increased cross-selling opportunities. This approach

	not only broadens the range of solutions offered to existing clients, but also strengthens client relationships, enhances overall client satisfaction, and contributes to greater commercial success for the organisation.
Displaying leadership qualities by communicating the business's vision, purpose and values to others, motivating colleagues / teams, and fostering a culture of open communication.	Leaders who effectively communicate the organisation's vision, purpose and values inspire and motivate their teams, creating a shared sense of direction and purpose. By fostering open communication, they build trust, engagement, and collaboration within the team, which leads to increased morale, stronger alignment with organisational goals, and a positive, high-performing workplace culture.
Developing the ability to undertake in-depth profitability analysis for projects and make data-driven recommendations for commercial optimisation. Developing the capability to lead the development of pricing strategies that consider market dynamics, client value, and competitive advantage.	By leading the design of pricing strategies that take into account market trends, client needs, and competitive positioning, they help to maximise revenue, ensure sustainable growth, and maintain a strong competitive edge in the marketplace. These capabilities are essential for driving commercial success and ensuring long-term business viability.

What we offer

We are a purpose, and values led business with a strong focus on personal growth and opportunities to contribute to impactful infrastructure and regeneration projects across the UK and Ireland, living our purpose in delivering life improving change for communities and future generations.

We promote a supportive and collaborative culture, where our people are empowered through coaching, hybrid working, and a healthy work-life balance. Our commitment to professional development is clear, from supporting early-career professionals to enabling progression through

professional qualifications and continuous learning, living our Thirst for Knowledge value. We provide purposeful work, which includes our contributions to the UK's net zero agenda and community regeneration, and seek people who value the opportunity to solve complex challenges in a culture that thrives on innovation.

We're a fast-growing business with a culture centered on learning, innovation, and opportunity. Through our company-wide coaching programme, we empower our people with faster, personalised career development, a deeper connection to our culture and values, and greater ownership of their progression.

We're looking for curious, ambitious individuals who thrive in a dynamic, purpose-driven environment, where learning, openness, trust, and collaboration are at the heart of everything we do. We also know the importance of enjoying the journey, which is why we value social connection and having fun along the way.

We offer a comprehensive benefits package designed to support the health and wellbeing, engagement, and work-life balance of our team. From day one, our people have access to hybrid working, 25 days of annual leave (with options to buy or carry over), enhanced maternity and paternity pay, and a company pension scheme.

We provide Benenden Health Care, offering mental health support, 24/7 GP services, physiotherapy, optical and dental cover, and personal accident protection (depending on level). Additional benefits include the Cycle to Work scheme, electric car leasing, recognition awards, long service leave, and a discretionary annual bonus scheme, all designed to ensure our people feel valued and supported.

We're proud to be an equal opportunities employer, and we're passionate about creating a workplace where you're empowered to bring your authentic self to work every day.

We are committed to building a diverse, inclusive team where everyone belongs. We welcome talent from all backgrounds and actively encourage applications from underrepresented groups.

If you're ready to grow with a business that's scaling rapidly and making a real impact, you're in the right place!.

Should you be interested in hearing more about the position or wish to send your cv in to recruitment@ardent-management.com