

Job Description

Contracts Manager

RESPONSIBLE TO: Strategic Asset Manager

JOB PURPOSE:

To lead and develop the Asset Team to demonstrate value for money in the delivery of the Trust's capital investment programme within affordable parameters; ensuring that operational and budgetary targets are achieved. Conduct inspections for stock condition challenges to ensure decent homes standard is met, that any HHSRS failures are resolved and compliance with Homes (fitness for human habitation) legislation. To conduct inspections for tenant alteration requests, granting permission where appropriate, inspecting and obtaining the necessary certification for the work. Ensure disrepair claims are effectively managed and compliant with the pre - action protocol. To Manage and issuing Section 20 notices where appropriate and undertaking the applicable tender exercises.

'WHAT' – you do!

- Monitor and Manage contractors, Consultants and Partners in line with contractual obligations and KPI's to ensure work is delivered to requirements by attending regular progress meetings. This will in turn ensure that customer satisfaction is managed across the service by implementing sustainable measurable improvements.
- Procure and deliver effective programmes of work in accordance with the Trust's Business Plan that ensure that the Trust's assets are maintained and improved to provide sustainable, affordable homes for customers.
- To work with customer representatives and customer groups to support, develop and promote the Trust's commitment to involve tenants and leaseholders in the improvement of their homes
- Ensure effective liaison and consultation with residents in connection with planned programmes, liaising with internal teams to ensure that work is carried out promptly in line with contract specifications
- Responsible for the management & monitoring of the contract budget, agreeing variations and authorising valuations. Carrying out post inspections of completed works to identify any defects which require remedial action and certify handovers for completed works which are free from defects. These inspections will also assess requirements for capital projects, gathering stock and component data.
- Assisting in drafting and reviewing specifications, policies and procedures in line with the Asset Strategy.
- Monitor customer satisfaction for projects and act upon any dissatisfaction to ensure a high quality service is delivered including dealing with any complaints that arise

'HOW' – you do it!

- Treating everyone with respect, being courteous and sincere giving accurate and honest feedback to your team members and members of other teams.
- Empower, support and coach your team to deliver successful outcomes encouraging two way communications and creating appropriate channels for cross team working.
- Be accountable for all aspects of the managerial role taking responsibility for managing behaviour and performance of all team members, ensuring team leaders feel supported when making effective decisions.
- Translate business objectives into team objectives/individual objectives – cascading to the team and ensuring team members understand the priorities and regularly review plans to ensure they are on track, ensuring honesty & transparency at all times.
- Actively seek customer feedback to improve customer experience and support your team leaders by communicating clearly with staff and stakeholders about expected customer service standards.
- Be an advocate for change and continuous improvement engaging with staff to identify blockers to change and explore potential solutions. Actively listen to staff and act on feedback in a timely manner.
- Meet promises given to customers to deliver high performance
- Actively listen to customers in order to manage their expectations effectively

	ESSENTIAL/DESIRABLE	ASSESSMENT
Values - HOW		
Transparent with your colleagues and peers	E	I/A
Restless in your approach to finding better ways	E	I/A
Upfront and honest	E	I/A
Skilled - continually improving	E	I/A
Together – championing a “one team” ethos	E	I/A
Transparent with your colleagues and peers	E	i/A
Experience - WHAT		
Building Management qualification e.g. HNC/D or Degree/ RICS	D	A/C
Professional or management qualification.	D	A/C
Management within a construction, maintenance or social housing environment	E	A/I
Managing budgets in excess of £1M per annum	D	A/I
Experience of seeking new opportunities to enhance the viability and reputation of the Trust	D	A/I
Experience of implementing and delivering appropriate procurement processes	E	A/I
Experience in building strong relationships with a wide range of stakeholders and customers	D	A/I
Experience in dealing with Health and Safety legislation Codes of Practise including CDM	E	A/I
Skills/Abilities/Competence – WHAT		
I.T. Skills.	E	I/A
Planning & Organising Skills	E	I
Problem Solving Skills.	E	I
Ability to analyse data and produce reports.	E	I/A/S
Effective oral & written communication skills.	E	I/S
Strong and decisive leadership	E	I/A/S
Excellent Interpersonal skills	E	I/S
Numerate	E	I/S
Ability to implement targets and KPIs	E	I

METHOD OF ASSESSMENT

- A** **Application form**
- I** **Interview**
- S** **Skills Test**
- C** **Production of Certificates**