

JOB DESCRIPTION

JOB TITLE:	Contracts Manager
GRADE:	5
REPORTING TO:	Property Infrastructure Manager
RESPONSIBLE FOR:	Supply Chain Coordinator

ROLE SUMMARY

In conjunction with Senior Managers and colleagues, ensure that believe Property Repairs Team is developed as a flagship service that is great, consistent and modern. Provide management of effective contractual relationships, including subcontractors, supply chain and fleet provision to deliver a high-quality service whilst balancing cost, quality and risk.

MAIN DUTIES & RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

DELIVERY

1. Provide leadership and management to the Repairs Infrastructure Team and wider team to ensure the vision and values of the organisation and directorate are delivered.
2. To lead in the delivery of end to end third party contract solutions across the Property Repairs Teams, paying attention to supply chain, fleet and waste provision whilst optimising performance, cost and risk.
3. To manage a high-quality service to internal and external stakeholders whilst providing excellent lines of communication between managers, team leads and the trade workforce.
4. Working closely with colleagues across believe housing to identify and appraise different procurement opportunities including contracts and supplier selection abiding by regulations and internal policies and procedures.
5. To effectively manage Property Repairs contracts to ensure they are compliant with all relevant statutory, employment, health & safety legislation and corporate policies/procedures before and during contract mobilisation.
6. To manage a high performing fleet provision ensuring value for money, operational efficiency and that Property Repairs colleagues understand their obligations in relation to the company driver policy and procedures.

7. Provide relevant information and guidance in relation to the investigation and subsequent actions of all accidents and incidents involving fleet, with the ability to confidently challenge and resolve difficult issues with a satisfactory outcome.
8. To provide effective management and oversight of the Property Repairs supply chain provision. To assess the supply and demand requirements of the team, ensure materials are fit for purpose, maximise stock efficiency and ensure the right balance of van stock, core materials and specialised products outside of the stock catalogue are available, to achieve a right first time ethos and value for money approach to service delivery.
9. Ensure that the functions of the team are managed and undertaken in such a way as to comply with all appropriate standards, policy and procedure and other departmental requirements.
10. Ensure compliance with health & safety legislation and regulations and that these are managed and monitored within day to day operations, whilst contributing to a holistic culture of safety across the directorate.
11. Contribute to the continuous improvement of the service, by turning thoughts into real actions, developing new initiatives, including the creation of new processes and procedures that will streamline working practices and enhance our customers' experience whilst demonstrating an effective and efficient service.
12. To oversee accurate data and record keeping of the service area and provide detailed management information to Property Repairs Senior Managers and Team Leaders to make informed decisions.
13. Comfortable in accepting ownership and responsibility for own service area, with a positive 'can-do' attitude.
14. Working collaboratively with colleagues to ensure that the Property Repairs Team is seen as an innovative and forward-thinking business stream where ideas and creative thinking are championed.
15. Do the right thing for Our People, Our Business and Our Customers.

PERFORMANCE MEASURES

- Business Scorecard Metrics
- Operational KPIs
- Customer Satisfaction targets
- Compliance with legislative and regulatory standards
- Adherence of the H&S Policy
- Delivery of strategic and team projects
- Contract management performance measures
- Budget v spend
- Demonstrating corporate values, attitudes and behaviours

PERSON SPECIFICATION

Experience, Skills and Qualifications

- Educated to HNC level or equivalent and / or the ability to demonstrate relevant experience
- Demonstrate previous accountability for the management of Health and Safety at a senior level.
- Demonstrate a track record of proven experience of leadership, motivation and engaging teams.
- Proven ability to effectively manage budgets, analyse trends and build up forecasting ensuring value for money and demonstrate commercial acumen.
- Experience of consulting with customers/ stakeholders and transforming ideas into actions.
- Understands the importance of developing and coaching staff to unlock potential and harness talent management.
- Good understanding of business activities including Finance, ICT, Governance, Health & Safety and Diversity requirements.
- Able to prioritise to achieve realistic targets, costs and time deadlines.
- Interpersonal skills of listening, relationship management and emotional intelligence.

- Consider the impact of business decisions on the directorate and wider organisation at all times.
- A skilled influencer and negotiator able to communicate effectively with external stakeholders, customers, staff and senior leadership team, to include report writing and presentations.