



# Homes England

## Contract Manager (E1781N)

|                |                                              |
|----------------|----------------------------------------------|
| Directorate    | Development                                  |
| Team           | Contract Management                          |
| Reports to     | Head of Contract Management                  |
| Direct Reports | 0                                            |
| Grade          | 16                                           |
| Location       | Newcastle / Liverpool / Bristol / Birmingham |

### Job purpose

The role is integral to the agency's delivery of its core mission and provides for the management of residential building lease contracts to ensure developer delivery and oversee adherence to the agreed development obligations (e.g. building lease targets, design quality, MMC units/typologies, sub sales to SME's, starts and completions, completion of associated contracts s106/s38/s278 and transfer of legal title) and to ensure no trailing wires remain at completion.

The postholder will support the Head of Contract Management and be responsible for the management of numerous identified live contracts across the entire Homes England operating area, overseeing the monitoring and reviewing of performance. This will include providing guidance, support and supervision of the Contract Management Analysts to ensure robust management and capture, collation and validation of data to feed the Agency's KPIs and PIs (starts, completions, tenure mix, MMC, sales rates and receipts) and any other Directorate Specific metrics.

Identifying and escalating emerging performance issues and/or contractual disputes, requests for variations to agreed contractual terms, collection of deferred receipts and compilation of overage assessments. The postholder will be expected to liaise closely and regularly with the Disposal and P&E Teams within the Delivery Areas on developer performance and performance issues to ensure that these are considered jointly to take account of potential impacts on future phases of development and to disseminate lessons for future delivery.

To take responsibility for the timely resolution of issues including but not limited to delays in programmed completion, changes of unit type or tenure mix, sign-off of conditions, release of restrictions, subsequent sales or disposals of plots with a particular focus on the recovery of contractual receipts commonly defined as deferred receipts and overage in line with Homes England processes.

To work in an agile way supporting the mission-based approach of Homes England. This will involve working collaboratively with partners across the agency, including MPP and Investment, as multi-functional teams to support deliverables such as the single pipeline.

## Key relationships

- Internal - across the Agency, specifically Legal, Estates, Finance, Land Programme Management, Disposals as well as the wider Development teams.
- External - developers, Local Authorities, consultants (legal and property), agents and compliance inspectors.

## Key accountabilities and responsibilities

- Ensure effective contract management of building leases with housebuilders/developers so that they meet their commercial and delivery obligations, identifying possible breach and default situations.
- Establish effective commercial relationships with housebuilders/developers post contract signature and agree ways of working to ensure sufficient oversight of their progress on site.
- At handover of contact management responsibility, ensure appropriate information transfer and that systems and records are updated by the disposal manager and all necessary approvals are in place.
- To provide contact management nationally and locally as per the national remit of the team, establishing set thresholds and trigger points with respect to breaches and defaults, working with colleagues to proactively identify and manage any risks ensuring appropriate resource is provided and action taken to resolve issues in a timely manner.
- Ensure that tracking of any commercial conditions are being appropriately discharged and underpinned by evidence to provide a robust audit trail. Ensure that housebuilders regularly provide certified information that supports the recording of KPIs and PIs (starts, completions, tenure mix, MMC, Building for Life, sales rates and receipts) and that data is robustly validated prior to being uploaded to systems.
- Effectively manage relationships with Internal and external stakeholders in conjunction with locally based staff including attendance at external events to promote and support programme development and delivery.
- To support delivery of Homes England's national land-based programmes by optimising and ensuring accurate detailed forecasting and securing income whilst ensuring compliance with corporate governance, procurement, audit, national policy and relevant procedures and system.
- Support the Head of CAL in ensuring that the agency captures all future contingent assets and liabilities at the point of contractual commitment. Support the Head of Contract Management through relationships with consultants in a performance driven culture to ensure required results including support from Homes England Panel firms.
- Ensure a high level of data accuracy and integrity is maintained within computer systems to facilitate accurate reporting and measure performance through critical forecasting of milestones being recorded, updated and reviewed in line with corporate expectations.
- Undertake all financial and risk management and reporting relating to the management and delivery of the programme and ensure all area programmes, projects and expenditure complies with corporate approval processes.
- Drafting high quality technical approval papers to obtain Committee and Board approval for all contract variations, changes in housing outputs and financial matters.
- Bespoke involvement in Government/agency initiatives to include technical contractual advice,

support and amendments.

Homes England Employees are expected to be flexible in undertaking duties and responsibilities commensurate with the general character of the role and level of responsibility.

## Key skills, knowledge and experience

- Qualifications (academic and professional)
  - Professionally qualified Chartered Surveyor or equivalent qualification
  - Member of the RICS or other professional body
  - Academically qualified to degree level in a relevant discipline
- Knowledge, Skills and Experience
  - Experience in the residential property sector, in development and infrastructure across the public and private sector, with the ability to apply this knowledge in a practical way across a wide range of project scenarios
  - Experience of contract management, establishing and maintaining effective relationships with counterparties, commercial astuteness and judgement regarding commercial obligations, the impact on wider delivery and escalation
  - Understanding of the mechanics of the Homes England building lease terms and conditional receipts (deferred consideration) and future unconditional receipts consisting of planning windfall and revenue overage
  - Strong organisational skills with an attention to detail
  - Highly numerate with the ability to provide accurate and robust overage forecasting utilizing complex contractual mechanisms aligned to real-time transactional information
  - Experience of budget, financial management and approval processes together with proficiency in the use of appropriate IT Systems, including forecasting systems and Microsoft Word and Excel

## Key competencies

- Thinks logically and analytically to get to the core of problems; manages and assimilates complex information resulting in effective decisions based on sound commercial knowledge and expertise.
- Communicates with others clearly, concisely, confidently, with consideration and respect in a way that engages the audience and achieves the desired result.
- Proactively develops robust relationships with stakeholders and partners; creates and develops these relationships to increase and broaden spheres of own and Homes England influence.
- A willingness to be a strong team player, working in a group environment and collaborate to share ideas and best-practice.
- The ability to manage a portfolio of complex projects, whilst identifying and prioritizing each to ensure the time-critical contractual matters are correctly addressed along with the requirements of all stakeholders.
- The role is well suited to people with a background in legal matters, handling case-work and managing multiple issues at the same time.

## Key performance measures

- Resolution of casework in an effective and timely manner, including verifying/assessing and provisionally agreeing recovery sums in line with contractual terms and making robust recommendations when seeking the necessary approvals.
- Managing project capital expenditure to agreed budgets, and supporting the Head of Contract Management in managing team workload.
- Professional project management of allocated casework, including carrying out site visits, liaising with counterparties in a courteous and professional manner and assessing and negotiating outcomes.
- Raising concerns regarding contractual breaches or triggered liabilities, flagging risks as early as possible in accordance with agreed processes, and making recommendations regarding mitigating actions to maximise receipts or reduction in costs.
- Provide strong stakeholder management of internal and external parties (including Local Authorities, developers and individual property owners) and effective management of potentially conflicting priorities.

## Values and key behaviours

Homes England colleagues are expected to be flexible in undertaking duties and responsibilities commensurate with the general character of the role and level of responsibility.

