

Job Description

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| Job Title: | Contracts Manager |
| Reporting to: | Compliance Manager |
| Department: | Compliance & Estates |
| Direct Reports: | Up to 3 |
| Budget: | None |
| JD date reviewed: | March 2023 |
| Job Level: | 14 |

Job Purpose

As a Community Gateway Association, we empower our customers to make key decisions about their homes and the services we provide. Whilst we have a significant growth agenda, we pride ourselves on being more than a landlord.

The Contracts Manager will ensure Eastlight Community Homes properties are safe and that the works undertaken by specialist contractors and our in-house team maintain our Statutory Compliance.

Provide project support and expert guidance to the Operations and Compliance teams to ensure processes are followed in an efficient and effective manner for all our Compliance duties, including but not limited to: Fire, Asbestos, Gas and Oil Servicing, electrical testing, Legionella, LOLER and other services.

Key Strategic Responsibilities

- To be accountable for and planning the Compliance inspection and servicing contracts to ensure 100% Compliance is maintained in line with UK regulation and Eastlight policy
- Deliver required outcomes by managing day-to-day relationships with contracted service providers while working within an established contract management plan
- Leading on procurement of specialist statutory contracts and leading on procurement panel for specialist areas, such as fire safety, gas safety, electrical testing, asbestos, legionella and LOLER
- Line Management and development of staff and leading on effective learning & development for staff
- Coaching staff to enable a lead by example positive attitude to instill the Eastlight values of “Ambitious”, “Accountable” and “Inclusive”
- Leading on specialist contracts as the expert for Eastlight and able to write high level reports to Exec / Board level and analyses data for relevant performance area
- Undertake pre and post inspections of the contract works and make recommendations as necessary
- Monitors spend against budget and report on exceptions
- Day to day instruction of external contractors and the in-house delivery team including dispute resolution and performance management agreeing variations and valuations prepared and paid via the commercial team and that the Contractors adhere to their contract, Health & Safety and KPI obligations

- Chairing meetings on Contractor Performance, holding contractors to account, based on sound Eastlight data and ensure accurate records, in line with GDPR requirements, for future reference
- Leading on audit for specialist area and ensure the robust measures are in place with regards to remedial actions and recommendations
- Assist the Compliance Manager in the regular review of compliance policies and procedures associated with the contracts, and to make recommendations to ensure adherence with current regulations and legislation
- Provide an RLO function and support for Compliance related contracts and any others which require this service, to ensure a great customer experience
- Use a variety of internal and external software / database / IT systems to obtain and provide asset information and reports in a variety of formats, obtain information from contractors, and provide performance information for compliance monitoring purposes
- To obtain and provide asset information and reports in a variety of formats, obtain information from contractors, and provide performance information for monitoring purposes as requested on a daily, weekly and monthly basis to ensure we fulfil our Statutory Compliance duties to keep our customers safe in their homes
- To ensure specialist contractors undertaking servicing and maintenance works provide appropriate certification for statutory and regulatory purposes and liaise with relevant teams regarding any Keystone queries to ensure asset data is updated and reliable in confirming building safety
- Use Keystone and other reporting tools to help in the analysis of our data surrounding our compliance services and taking the required action for anything non-compliant as agreed by the Compliance Manager
- Liaise and work with our Assets team for Keystone queries and to ensure asset data is updated, accurate and reliable
- Where required, work with external contractors to improve our processes and workflow when instructing work to them
- To maintain service delivery to support and cover the Customer Liaison Officer and Administrators, become familiar with the processes and roles that they undertake

Key Functional Responsibilities

- Overseeing delivery of compliance inspection programmes to ensure 100% Statutory compliance is maintained
- Day to day contract management
- Monitoring and taking appropriate action of contractor performance on a monthly basis in line with contractual KPIs
- Budget responsibility
- Management of compliance & contractual risk
- Leadership, management and supervision of staff and external service providers in line with Eastlight values

| Person Specification | |
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| Education & qualifications | <ul style="list-style-type: none"> GCSE levels 9-4 in Maths and English or demonstratable level of numeracy and literacy skills Health and Safety Qualification appropriate to the requirements of the role NEBOSH is desirable Should hold or be prepared to undertake appropriate training/qualifications in Asbestos Inspection/DDA Auditing/ Fire Risk Assessment/Party Wall work as required |
| Experience | <ul style="list-style-type: none"> Working with management across a range of activities Providing support to a team through supervision Budgetary and financial responsibility Managing complex projects to achieve departmental/ corporate objectives Overseeing Compliance inspection programmes, remedial actions and reporting on progress Working to tight deadlines and working unsupervised to a high quality Procurement and evidence of building successful contractor partnerships Managing complex contracts and contractors, risk and compliance Up to date knowledge and understanding of relevant construction/health and safety legislation and regulations Knowledge of standards; best in class performance; benchmarking A responsive, constructive and flexible attitude towards working arrangements within a team environment Demonstrate ability and commitment to customer care A commitment to seeking new ways of working to achieve continuous improvement Experience in a wider compliance setting would be desirable. Inspections/DDA Auditing/ Fire Risk Assessment/Party Wall work would be advantageous A proven understanding and day to day use of IT system including Microsoft word and excel In house compliance and repairs system experience would be desirable Management of contractors particularly in relation to health and safety Managing Property Maintenance and Compliance for a property-owning landlord Significant and successful track record and experience in the project management of property refurbishment works Significant experience gained in housing industry in a contracts management capacity Plan work in a logical way Work well under pressure and to tight deadlines |
| Knowledge and Skills | <ul style="list-style-type: none"> Proven knowledge of overseeing and managing contracts Substantial recent knowledge of applying contract clauses to JCT, MTC, Frameworks, etc |

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| <ul style="list-style-type: none">• Successful track record of proactively build positive relationships internally and externally• Completing detailed schedules of works and compliance related specifications• Significant knowledge of monitoring contractors and project works on site• Liaising with customers and providing excellent services• Be available for customers and deliver high quality services to internal and external customers• Proven track record of using your skills, knowledge and experience to make appropriate decisions which add value to the business• You work with colleagues to achieve common goals• You communicate clearly and politely and ensure your message is understood• Proven communication skills• Organisational, time management and administrative skills• A current UK driving license or the ability to travel across the region |
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