

Role Profile

Role Title:	Contracts Manager
Department:	Operations – Housing Management
Role Purpose:	<p>To lead on the procurement, management and monitoring a range of service contracts across the business such as Grounds Maintenance, Communal Cleaning, Window Cleaning, Tree Surgery, Japanese Knotweed, Pest Control/ Bulky Waste (this list is not exhaustive) in line with Midland Heart’s Standing Orders and Procurement Policies.</p> <p>Collaborating with teams across the business to ensure excellent service delivery, developing robust contract management arrangements to achieve contractual/ business objectives, key performance indicators, including ‘Right First Time’, value for money and continuous improvement.</p>
Reporting to:	Head of Housing Management
Responsible for:	Contracts Officer and Contracts Responsive Administrator x 2
Checks:	Standard DBS and Social Media check
Role Level:	Frontline Manager

Key Role Responsibilities:	<p>Contract Management</p> <ul style="list-style-type: none"> • To retain and update contract schedule of works documents, including specifying requirements on new developments. • To develop, implement and maintain a contract management framework, including a clearly defined role for Managers, and management of variation orders. • To review specifications in association with contractors, Managers, and customer representatives to ensure that they accurately reflect service delivery and requirements. • To complete Annual Contract Reviews and Variations. • To ensure that customer involvement is a key element in the management of environmental services. To develop and support the customer ambassador/ champion scheme. • Development and implementation of a contractor management framework for all our contractors and hold contractor performance meetings to review progress and identify improvements. • To ensure contract management records are up to date and filed in a fit state to ensure an audit trail and review. <p>Performance Management</p> <ul style="list-style-type: none"> • To collate and produce performance information for contract review meetings and
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internal reporting.

- To monitor agreed customer satisfaction and other performance targets.
- To ensure performance targets and contract key performance indicators are understood by our staff and customers.
- To collaborate with Managers to respond to concerns raised during customer satisfaction surveys.
- To record and report on customer compliments and complaints.
- To conduct spot checks at sites to ensure compliance and adherence contract specifications.
- To audit service teams are conducting their required percentage of quality checks to ensure compliance and adherence to contract specifications.
- To ensure that a Continuous Improvement Action Plan is in operation at all times.

Operational Management

- To motivate and lead direct reports and other staff within the operational area, designated for your management.
- To be responsible for recruitment, training, development and, where necessary, disciplinary and capability action. To pay particular attention to performance monitoring, ensuring that service standards are met and compliance against business-critical functions. Develop the skills of individuals and the team to contribute towards talent development and retention objectives.
- Identifying and implementing best practice and encouraging innovation to improve services to customers. To promote and lead service delivery and development that increases first contact resolution and right first-time service delivery.
- To provide linkage between the core group and operational groups.
- To monitor and influence the working relationship between Managers and contractor operational managers. This will include organisation and support of regular Manager meetings.
- To enhance the profile of services contracts to improve its prioritisation amongst Midland Heart staff. This will include delivery of staff, residents, and contractor training workshops.
- To ensure that customer expectations are based upon accurate understanding of services provided.
- To collaborate with contractors to provide expert horticultural advice and guidance in the management of services contracts, as required.
- To collaborate with our contractors and internal teams on plans to achieve our commitment to protect and regenerate habitats and biodiversity.

Financial Control

- To ensure compliance with Midland Hearts Standing Orders, and all relevant purchase orders are raised as appropriate.

- To oversee payment of all invoices, including those for variation orders.
- To ensure any penalties for non-completion of works by contractors are recovered and the work has been arranged to be completed.
- To contribute to budget setting and service charge setting processes.
- To ensure that the agreed budget is managed and spend is managed to budget.
- To oversee service charge setting to recover costs appropriately to meet budget requirements.

Legal compliance and Health and Safety Management

- Ensure all contractors delivering work for the Group comply with standing orders, legislative requirements, and Midland Heart hold current details within the respective database.
- Provide all necessary information to customers, staff, and contractors to satisfy and/or exceed our duty of care.
- Ensure compliance with the Association's health and safety policies.

Customer Involvement

- Ensure customers are provided with the opportunity to be involved.
- Ensure service standards are challenged and assessed by customers at regular intervals.
- To develop and support Managers in working with customer ambassadors/champions to ensure quality of service and customer satisfaction.

General

- To contribute to procurement activity for contracted services within your remit.
- To represent Midland Heart internally and externally positively and professionally.
- To provide a positive contribution to the overall corporate goals of Midland Heart.
- To apply, promote and implement the Groups Equalities & Diversity Policies and Code of Conduct.
- To be flexible in your approach and undertake other duties that commensurate with the level of this post.
- To be alert to potential safeguarding issues and report concerns to the relevant specialist officer for investigation.
- To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midlands Heart health and safety policy commensurate with this position.
- To undertake any other duties commensurate with this post, as directed.
- This post is based at Head Office in Birmingham; however, and you will be expected to work in an agile and flexible way, including traveling to different work locations across Midland Heart's operational areas as determined by the needs of the business and / or being flexible with working patterns to meet the variable demands of customers.

Education, Qualifications & Training	<ul style="list-style-type: none"> • Degree level or equivalent technical level of expertise gained from related work activities.
Knowledge & Experience	<ul style="list-style-type: none"> • Experience of staff management and performance management. • Demonstrate experience of working in a customer service environment and have provided excellent customer service. • Excellent knowledge and experience in working with a wide range of IT systems to deliver a function or service, in particular Excel. • Knowledge of estates/ housing management. • Demonstrate best practice for the delivery of Service contracts. • Knowledge of grounds maintenance and cleaning services. • Experience of administering procurement processes pertinent to services and the social housing sector. • Proven track record of contract management to ensure compliance and quality of services. • Experience of performance management, financial control, and budgetary control.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • Effective communication and interpersonal skills • To be computer literate and competent in using office information and communication systems • Excellent self-organisation skills, ability to prioritise tasks, work to deadlines, respond timely and act on own initiative. • Ability to work quickly and accurately and respond positively to periods of peak workloads. • Commitment to quality service and delivery of excellent customer services “right first time”. • A good team player but also capable of working on your own initiative. • Receptive to new ideas and ways of working and willing to challenge existing practices and propose practical alternative solutions. • Flexible and prepared to change working patterns and/ or job location according to the needs of the service. • Demonstrable track record of success in achieving objectives. • Robust and resilient under pressure, with high levels of enthusiasm and commitment.