

Role Profile

Role Title:	Contracts Manager
Department:	Repairs & Maintenance
Role Purpose:	To ensure the effective management and delivery of contracted maintenance services and supply chains. Ensuring that they are delivered in a timely, cost effective, customer focused and safe manner in line with budgets and legislative requirements whilst achieving the contract SLAs and KPIs.
Reporting to:	Commercial & Performance Manager
Responsible for:	Void Supervisors & External Contractors
Disclosure level:	Basic DBS plus Social Media Checks
Role Level:	Frontline Worker

Key Role Responsibilities	<p>Manage and deliver Midland Heart’s repairs, void and special project works that are delivered through the contracted supply chain.</p> <p>Oversee the management of a high value worth of contracts delivering repairs and voids, special projects and the material supply for the In House Maintenance Team.</p> <p>Assist the Operations Managers and Heads of Service in developing and reviewing relevant contract management regimes ensuring works are completed in line with Midland Heart’s corporate plan. Reporting any variations in a timely manner and taking corrective actions where necessary.</p> <p>Responsible for the effective operational administration of designated contracts in line with Midland Heart policies and procedures.</p> <p>Ensure all IHMT contracts are managed in accordance with legislation and MH procedures.</p> <p>Manage the performance and development of your team providing expertise, coaching and other developmental support as required, ensuring a quality service is provided and performance is dealt with appropriately.</p> <p>Ensure Health and Safety requirements are met in accordance with Midland Heart’s policy, procedures and statutory requirements.</p> <p>Work collaboratively with the leadership team, internal and external stakeholders to ensure effective delivery of the wider service.</p> <p>Lead motivate and engage with your team to ensure the delivery of a</p>
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	<p>high quality maintenance service, implementing operational objectives including KPIs.</p> <p>Ensure compliance with Midland Heart’s contract management delivery framework.</p> <p>Management and delivery of an effective Out of Hours Emergency Service, including the requirement to participate in the on call / standby rota.</p> <p>Provide timely and concise reporting regimes in line with Midland Heart’s processes and procedures.</p> <p>Ensure that all relevant certification is provided for all works completed.</p> <p>To represent Midland Heart as required at internal, external and contract review meetings.</p> <p>To undertake any other duties within the scope of the post, as directed by Midland Heart’s management team and on occasions work in other areas of Midland Heart as required.</p> <p>Legal compliance and Health and Safety Management</p> <p>Ensure Health and Safety requirements are met in accordance with Midland Heart’s policy, procedures and statutory requirements.</p> <p>To act as lead contract administrator for relevant supply chain management.</p> <p>Ensure that all Midland Heart properties are maintained to the decent homes standard whilst creating a climate of innovation and opportunities for efficiencies.</p> <p>Customer Experience</p> <p>Improve customer experience through the consistent achievement of high levels of tenant satisfaction and improving service delivery through lesson learned from service failures.</p> <p>Investigate contractor failings and implement improvement strategies, ensuring that tenants are at the heart of everything we do.</p> <p>Promote a ‘right first time’ culture with our external contractors, ensuring work is completed within SLAs and customer appointments are made and kept.</p>
<p>Education, Qualifications and Training</p>	<p>Educated to HNC or equivalent technical level of expertise demonstrated through significant work experience.</p> <p>Working towards or holds a relevant recognised professional qualification.</p>
<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> • Demonstrable experience in construction, M&E or maintenance related contract management within the social housing sector.

	<ul style="list-style-type: none"> • Experience of working with stakeholders, clients and contractors and developing successful long-term working relationships. • Proven experience of achieving challenging targets and objectives. • Excellent construction knowledge including Health and Safety legislation, fire safety, CDM regulations and relevant codes of practice. • Experience of compliance related legislation. • Understanding and ability to undertake and apply risk assessments. • Experience of negotiating with trade unions at a local level. • Demonstrable experience of sector leading construction related and compliance software. • Experience of investigating and managing customer complaints and improving service delivery through lessons learnt.
<p>Role Specific Skills & Behaviours</p>	<ul style="list-style-type: none"> • A strong leader and motivator of people. • Advocate of continuous improvement and new ways of working. • Professional approach to all aspects of service delivery. • Understanding and commitment to the principles of equality and diversity. • Resilience in all aspects of management. • A "can- do" attitude and team player. • Demonstrable abilities with Word, Excel, Access and Power point. • Ability to travel across Midland Heart geography.