

Role Profile

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

Key Role Responsibilities	<p>Manage and oversee delivery of Midland Hearts repairs, void and special project works that are delivered through the contracted supply chain.</p> <p>Management of high value contracts, delivering repairs and voids, special projects and the material supply for the Repairs and Maintenance Team.</p> <p>Ensure all Repairs and Maintenance contracts are managed in accordance with legislation and MH procedures.</p> <p>Work collaboratively with the leadership team, internal and external stakeholders to ensure effective commercial delivery of the wider service.</p> <p>Assist the Operations Managers and Heads of Service in developing and reviewing relevant budgets and expenditure robustly and in line with Midland Hearts financial controls.</p> <p>Responsible for reporting any financial and budget variations in a timely manner and taking corrective actions where necessary.</p> <p>Responsible for the effective financial administration of designated contracts in line with Midland Heart Standing Orders and Financial Regulations.</p> <p>Ensure compliance with Midland Heart's contract management delivery framework including the timely approval of variations and, applications and invoices.</p>
----------------------------------	--

	<p>Provide timely and concise reporting regimes in line with Midland Heart processes and procedures.</p> <p>Ensure that all relevant certification is provided for all works completed.</p> <p>Scrutinise and validate subcontractor and supplier applications and invoices to ensure value for money and adherence with contractual rates and payment procedures.</p> <p>Lead motivate and engage with wider Repair & Maintenance teams to ensure the delivery of a high-quality maintenance service and commercial objectives including KPIs.</p> <p>Legal compliance and Health and Safety Management</p> <p>Ensure financial and commercial requirements are met in accordance with Midland hearts 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 customer satisfaction and improving service delivery through lessons learned from service failures.</p> <p>Investigate contractor failing and implement improvement strategies, ensuring that customers are at the heart of everything we do.</p> <p>Promote a 'value for money' culture with our external contractors, ensuring work is completed within SLA and budget.</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>Participate in the on call / standby rota for our OOH service.</p>
--	--

<p>Education, Qualifications and Training</p>	<p>Educated to HNC or equivalent technical level of expertise demonstrated through significant work experience within social housing sector.</p> <p>Ability to travel across Midland Heart geography.</p>
--	---

<p>Knowledge and Experience</p>	<p>Demonstrable experience in commercial contract management.</p> <p>Experience of working with stakeholders, clients and contractors and developing successful long term working relationships.</p> <p>Proven experience of achieving challenging targets and objectives.</p> <p>Excellent knowledge of commercial management practices including procurement legislation.</p> <p>Experience of financial compliance related legislation.</p> <p>Demonstrable experience of sector leading construction related and compliance software.</p>
<p>Role Specific Skills & Behaviours</p>	<p>A strong leader and motivator of people.</p> <p>Advocate of continuous improvement and new ways of working.</p> <p>Professional approach to all aspects of service delivery.</p> <p>Keen eye for data analysis and financial reporting</p> <p>Understanding and commitment to the principles of equality and diversity.</p> <p>Resilience in all aspects of management.</p> <p>A "can- do" attitude and team player.</p> <p>Demonstrable abilities with Word, Excel, Access and Power point.</p>