

Role Profile

Role Title:	Senior Contract Manager
Department:	Property Services – Property Investment
Role Purpose:	To ensure the effective management and delivery of all contracted maintenance services. 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:	Head of Service
Responsible for:	Contract Managers
Disclosure level:	Basic DBS and Social Media Check
Role Level:	<u>Frontline Manager</u>

Key Role Responsibilities	<p>Ensure the efficient delivery of Midland Hearts multiple planned works programs that are delivered through the contracted supply chain and managed by Midland Heart Contract managers.</p> <p>Assist in the development and review relevant budgets ensuring expenditure is robustly managed in line with Midland Hearts financial controls. Reporting any variations in a timely manner and taking corrective actions where necessary.</p> <p>To be responsible for the effective financial administration of multiple contracts in line with Midland Heart Standing Orders and Financial Regulations.</p> <p>Lead and 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>Manage the recruitment process to attract and retain talent.</p> <p>Ensure Health and Safety requirements are met in accordance with Midland hearts 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 high quality maintenance service and implementing operational objectives including KPIs.</p>
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	<p>Ensure compliance with Midland Heart’s contract management delivery framework.</p> <p>Delivery of an effective Out of Hours Emergency Service, the requirement to participate in the on call / standby rota.</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>To represent Midland Heart as required at internal, external and contract review meeting.</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>Staff and Contractor Management. Lead and 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>Legal compliance and Health and Safety Management Ensure Health and Safety 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 Provide customers the opportunity to be involved within all areas of the repairs, voids and installation service as defined with the Involvement strategy. Ensuring service standards are challenged and tested by customers at regular intervals.</p> <p>Improve customer experience through the consistent achievement of high levels of customer satisfaction and improving service delivery through lesson learned from service failures.</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>	<p>Demonstrable experience in construction or maintenance related 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>Good construction knowledge including Health and Safety legislation, fire safety, CDM regulations and relevant codes of practice.</p> <p>Experience of compliance related legislation.</p> <p>Understanding and ability to undertake and apply risk assessments.</p> <p>A in-depth understanding of Contract Law and procurement regulations.</p> <p>Demonstrable experience of sector leading asset management 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>IT literate with through understanding and application of Asset Management systems, Word, Excel, Access and Power point.</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 a Team Player.</p>