

## Role Profile

<b>Role Title:</b>	Trainee Contract Manager
<b>Department:</b>	Property Services – Property Investment
<b>Role Purpose:</b>	To work closely with our Contracts Manager to support the management and execution of contracts, ensuring compliance, efficiency, and alignment with corporate objectives.
<b>Reporting to:</b>	Retrofit Contract Manager
<b>Responsible for:</b>	None
<b>Disclosure level:</b>	Basic DBS and Social Media Check
<b>Role Level:</b>	<u>Frontline Worker</u>

<b>Key Role Responsibilities</b>	<p>Assist in the preparation, review, and management of contracts, ensuring accuracy and compliance with Midland Hearts policy and legal requirements.</p> <p>Support the Contracts Manager in negotiations with clients, suppliers, and stakeholders to achieve favorable terms.</p> <p>Maintain organized and up-to-date records of all contracts and related documentation.</p> <p>Participate in contract review meetings and provide status updates to senior management.</p> <p>Monitor contract performance to ensure compliance with contractual obligations and address any issues that arise.</p> <p>Liaise with various departments within the organization to gather necessary information for contract execution.</p> <p>Assist in the development and implementation of contract management systems and processes.</p> <p>Conduct research on industry practices and legal regulations to ensure best practices in contract management.</p> <p>Prepare reports and analysis on contract performance and contribute to strategic planning.</p> <p>Participate in training programs and workshops to enhance knowledge and skills in contract management.</p> <p>Work collaboratively with the leadership team, internal and external</p>
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	<p>stakeholders to ensure effective delivery of the wider service.</p> <p>Delivery of an effective Out of Hours Emergency Service, the requirement to participate in the on call / standby Rota.</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><b>Budget Management</b></p> <p>Support the contract manager in overseeing project budgets, ensuring costs are managed effectively and value for money is achieved.</p> <p>Approve invoices and manage variations within agreed contractual frameworks.</p> <p><b>Legal compliance and Health and Safety Management</b></p> <p>Ensure Health and Safety requirements are met in accordance with Midland hearts policy, procedures and statutory requirements.</p> <p>Develop Ensure compliance with PAS 2035</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>Maintain up-to-date knowledge of retrofit legislation, grant funding requirements, and industry standards.</p> <p><b>Stakeholder Engagement</b></p> <p>Act as vital communication link with tenants, explaining proposed home improvements to ensure their understanding and readiness for the upcoming work.</p> <p>Provide regular updates to internal stakeholders and report on project progress, risks, and outcomes.</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>
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<p><b>Education, Qualifications and Training</b></p>	<p>A degree level qualification in a relevant field such or a CIH Qualification (preferred).</p> <p>Project management qualification (preferred)</p> <p>Relevant certifications in retrofit or energy efficiency (e.g., DEA, Retrofit Coordinator) are an advantage.</p> <p>Experience of working with Tier One Contractors and deep retrofit is</p>
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	important
<b>Knowledge and Experience</b>	<p>Proven experience in managing retrofit or construction projects, preferably in the post-contract phase.</p> <p>Knowledge of PAS 2035 and other relevant retrofit standards and frameworks.</p> <p>Demonstrable project management skills, including planning, risk management, and stakeholder engagement.</p> <p>Good construction knowledge including Health and Safety legislation, fire safety, CDM regulations and relevant codes of practice.</p> <p>Demonstrable experience of sector leading asset management software.</p>
<b>Role Specific Skills &amp; Behaviours</b>	<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 thorough 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> <p>A valid driver's license, access to a vehicle and able to travel as required.</p>

