



# Job description

**Job Title:** Contracts Manager – Property Services

**Responsible to:** Property Director

**Responsible for:** Contracts Assistants X 2

**Purpose of Job:** To effectively manage Hastoe's responsive repairs and servicing contracts, ensuring the contractor performance is in line with contract documents. Strategically plan procurement, tendering and awarding of contracts for responsive and servicing arrangements.

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## Key areas of responsibility:

### Contract Management and Administration:

Fulfil the role of Contract Administrator for Hastoe's responsive repair and servicing contracts, including but not limited to:

1. Ensuring Hastoe and its contractors comply with contractual obligations under the terms of each contract and taking appropriate action when this is not the case.
2. Undertaking statistical analysis of contract and contractor performance to ensure all KPI;s are met and implementing improvement plans where necessary.
3. Undertaking a monthly review of orders raised, contractor variations and high repair addresses, looking for patterns/trends and areas of concern. Work with the Property Maintenance Manager to investigate further, including directing Repairs Officers to undertake inspections.
4. Working with Property Maintenance Manager, review spend against budget looking for trends, undertaking root cause analysis and lessons learnt exercises and articulating this information at monthly management meetings.
5. Arranging and leading on monthly contract meetings.



6. Leading on the audit of contracts, working with specialist consultants and legal advisors as required, including bringing legal action to recoup money owing.

#### **Procurement:**

7. Working with the Property Maintenance Manager to understand procurement requirements, ensuring these are well planned, any potential failure is anticipated and the impacts are mitigated.
8. Collating and composing tender documents.
9. Procuring contracts as required, for example responsive repairs, heating, fire risk assessments, etc. Ensuring all contracts are effectively procured in line with the requirements of Standing Orders and legislative/regulatory requirements.
10. Engaging with Hastoe's customers when planning and undertaking procurement exercises and in the delivery and improvement of services.

#### **Management of Contracts Assistants**

11. Effectively managing and developing the team, ensuring that services are delivered in a customer-focussed way and to agreed budgets. Including, but not limited to:

- Holding regular and productive team meetings.
- Undertaking regular one-to-one meetings with direct line reports.
- Undertaking performance appraisals and any performance management as required.
- Setting individual KPIs and objectives.
- Developing a training and development programme for the team.
- Planning for succession in the team and undertaking recruitment as and when necessary.



### **Organisational responsibilities:**

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but will be changed from time to time to meet the changing requirements of Hastoe.



## Person Specification

Attributes	Essential	Desirable
<b>Education and Training</b>	<ul style="list-style-type: none"><li>Recognised construction management or procurement qualification or evidence that this is being worked towards. .</li></ul>	
<b>Skills, knowledge and Experience</b>	<ul style="list-style-type: none"><li>Experience of managing contracts in a repairs or planned maintenance environment, including challenging poor contractor performance and acting as Contract Administrator.</li><li>Experience of procuring contracts.</li><li>Excellent people manager.</li><li>Excellent IT skills with the ability to analyse data and communicate findings, making recommendations for service improvements.</li><li>Excellent communication skills</li><li>Good report writing skills.</li></ul>	<ul style="list-style-type: none"><li>Experience within the Social Housing sector.</li></ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>A flexible approach with the ability to manage people through change.</li><li>Ability to work well under pressure and effectively plan and prioritise work.</li><li>Ability to influence and work well with other people.</li></ul>	
<b>Personal Circumstances</b>	<ul style="list-style-type: none"><li>Full driving licence and use of motor vehicle.</li></ul>	