

## **JOB DESCRIPTION**

**JOB TITLE: Contracts Supervisor**

**DEPARTMENT / SERVICE: C~urb Property Maintenance**

### **PURPOSE OF THE JOB**

To support C~urb Property Maintenance in the delivery of an efficient, contractually and legislatively compliant service, as part of C~urb's Property Maintenance (CPM) delivery team.

The postholder will be primarily responsible for overseeing and managing externally procured subcontractors, as well as liaising with clients, stakeholders, and customers. Ensuring compliantly procured contracts are in place, managing and monitoring contractual performance, and coordinating actions arising to provide adequate risk & financial control

Operating as the contracts lead, the postholder will support the Repairs Manager with all aspects of contract management across C~urb's subcontracted contracts & framework agreements, as part of C~urb's in-house maintenance and repairs service provision on behalf of Link Group and associated subsidiaries.

### **MAIN DUTIES AND RESPONSIBILITIES**

#### **SUMMARY**

The postholder will operate as the principal lead in external subcontractor works management, covering all aspects of contractor and works management, with core responsibilities and activities to include:

#### **STRATEGIC**

- Delivery of contracts along with ongoing review and monitoring of current suppliers and/or service providers.
- Review policy and procedure practices for fitness, including preparing and maintaining internal documentation
- Monitoring contractual activity and costs, applying CPM's financial policies and procedures.
- Through robust processes, oversee contracts ensuring the delivery of outcomes for tenants, value for money, and timely and accurate performance and management information.
- To assist in ensuring compliantly procured contracts are in place, managing and monitoring contractual performance, and coordinating actions arising to provide adequate risk control.

- Ensuring required information from providers is received on time, is complete, and providing analysis as required to improve service delivery where required
  - To analyze, report, and manage off-contract spending as required to allow intelligence-led decisions to be made
  - Use professional expertise and knowledge to ensure CPM is leading best practice to improve outcomes on behalf of Link Group
  - Considers risk in the context of service development and delivery.
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- To assist in the overall preparation and monitoring of budgets
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- Work with procurement consultant in preparing tender documentation, scoring tenders and ensuring all documentation is in line with Link Group Procurement policy.
  - Ensure all documentation and procedures are in line with C~urb Property Maintenance ISO 9001 Quality Management system and ISO 45001 Health and Safety system.

## **OPERATIONAL**

- Establish and manage relationships with service providers to ensure robust contract monitoring and management can effectively take place.
- Manage contract billing, invoicing, and valuations, measuring service to contracted rates.
- To support Team Leaders and Repairs Manager with all aspects of contract management, such as compliance, quality, and delivery of contracted service
- Supervising contract execution to ensure compliance with regulatory guidelines
- Ensure Construction Design & Management (CDM) health and safety files and Operation & Maintenance Manuals are organized and maintained
- Ensuring that health and safety practices, policies, and procedures are applied, keeping employees and customers safe, and minimizing workplace accidents and injuries.
- Carry out property inspections, site audits, and health and safety assessments to identify repairs and maintenance work.
- To prepare a range of reports, including project-specific and ad hoc

## **GENERAL**

- To communicate effectively with internal and external customers, contractors, consultants, local authorities, and other appropriate organisations.
- Maintain a current knowledge of relevant legislation and guidance related to contracts

- Considers risk in the context of service development and delivery
- Be a team player, creating an atmosphere focused on the delivery of excellent customer service and satisfaction, and identifying areas for improvement.
- Highlight and escalate any contract concerns with operational colleagues to allow action plans or invoke appropriate contract remedy, or support an exit strategy.
- Ensure quality standards and satisfaction levels remain above target on all associated projects
- Deal with all customer complaints in line with Link's complaints procedure and promptly.
- Manage commercial and politically sensitive data in line with data protection policy
- To provide guidance and advice on a range of technical queries that may be raised by colleagues, individual tenants, or other customers.
- To carry out any other duties as directed by your line manager related to the scope of C~urb Property Maintenance

## **KEY COMPETENCIES**

- Customer Focused
- Procurement Literate
- Contract Management and Surveying Skills
- Project Management Skills
- Personal Effectiveness
- Planning & Control
- Problem Solving & Reasoning
- Excellent written and verbal communication and interpersonal skills, including report writing with technical detailing

## **RELATIONSHIPS**

- Trade Operations Manager
- Repairs Manager
- C~urb Property Maintenance Senior Management Team
- Trades Supervisors
- Repairs Supervisors
- Compliance Delivery Supervisor
- Link Group Asset Team
- Customers – individually and in groups
- Link Housing Team
- Finance Business Partner
- Consultants
- Contractors
- Local Authorities and associated external third parties

## **GENERAL**

To comply with the Link Group and associate C~urb Policy, Procedures, and practices, to ensure compliance and adherence as required.

To actively promote the Equality and Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants, and external agencies.

To carry out other duties within the scope of the job and to meet the needs of the business.

## **ACCOUNTABILITY**

This post is accountable to the Repairs Manager (C~urb Property Maintenance)

## **SPECIAL CONDITIONS**

As a proportion of work may be required outwith the office environment, post holders will be required to hold a current driver's licence and have their transport.

## **PERSON SPECIFICATION**

EDUCATION & QUALIFICATIONS	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
HNC in a recognised building [Quantity/Building Surveying] or equivalent industry qualification/experience	√		<i>Application form</i>
Well-developed knowledge of Contract Administration and Project Management roles in a building refurbishment discipline	√		<i>Application form</i>
Demonstrable knowledge of the principles of customer care [in practice and procurement]	√		<i>Application form</i>
Demonstrable knowledge of Equal Opportunities legislation	√		<i>Application form</i>
Membership of or working towards RCIS, CIOB, CIPS, or other relevant bodies		√	<i>Application form</i>
Contract Management, including Estimating, and pricing experience	√		<i>Application form</i>
<b>KNOWLEDGE / EXPERIENCE &amp; SKILLS</b>			
Previous experience in contract management, including operational service management and delivery	√		<i>Application form</i>
Budgetary control/financial management	√		<i>Interview</i>
Experience in a Project Management role for planned/ maintenance projects	√		<i>Application form</i>
Knowledge and understanding of Health & Safety, including CDM (2015)	√		<i>Interview</i>
Compilation of performance (contract) based reports (operational and financial management)			<i>Interview</i>
Experience in a Contract Administrator role for planned maintenance projects		√	<i>Application form</i>
Understanding of Housing Association business and practices		√	<i>Interview</i>
IT skills intermediate to advanced level	√		<i>Application form</i>
Financial planning and management skills	√		<i>Interview</i>

<b>Experience in partnering contracts and bulk procurement</b>		√	<i>Application form</i>
<b>GENERAL / OTHER</b>			
Ability to plan own workload	√		<i>Interview</i>
IT skills intermediate to advanced level	√		<i>Application form</i>
Influencing and persuading	√		<i>Interview</i>
Customer focused	√		<i>Interview</i>
Excellent communication skills – both oral and written	√		<i>Application form and interview</i>
Excellent time management skills	√		<i>Interview</i>
Effective negotiation skills		√	<i>Interview</i>

COMPETENCY MANAGEMENT FRAMEWORK	(ALL ESSENTIAL) ASSESSED AT INTERVIEW
<p><b>COMMUNICATION</b></p> <p>Communicates ideas and information effectively, both verbally and in writing, ensuring messages are clear and understandable. Shares information openly and encourages a two-way dialogue. Use appropriate language and style that is both relevant to the situation and the people being addressed.</p>	
<p><b>CUSTOMER CENTRED APPROACH</b></p> <p>Puts the person at the heart of the service and can understand both internal and external customers and service users' needs. Recognises that customers and service users are unique. Takes personal responsibility for securing the satisfaction and well-being of customers and service users. Shows perseverance and innovation in resolving problems. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding.</p>	
<p><b>INNOVATION</b></p> <p>Constantly strives to evaluate, question, and improve how things are done. Views improvement as a continuous process. Creatively explores and applies innovative approaches to improve the quality and delivery of services.</p>	
<p><b>WORKING TOGETHER</b></p> <p>Willingness to participate and contribute effectively to the team effort. Will put their interests aside when appropriate to meet the needs of the team.</p>	
<p><b>LEADERSHIP</b></p> <p>The ability to lead, inspire, and encourage others to meet business objectives whilst providing a clear vision and sense of purpose in all activities. Actively participates and contributes towards Project Teams, Committees, and other working groups. Is supportive of colleagues, including seconded, placements and new employees.</p>	
<p><b>PERSONAL EFFECTIVENESS</b></p> <p>Takes personal responsibility for making things happen and achieving results. Presents ideas clearly and persuasively. Willing to take responsibility in challenging circumstances or when things go wrong. The ability to recognise and control own emotions and to respond to situations objectively, even when under pressure. The self-confidence and flexibility to adapt own response to suit the needs of the situation or to respond flexibly depending on the other person's approach.</p>	
<p><b>PROBLEM SOLVING AND REASONING</b></p> <p>The ability to identify and resolve problems by gathering and analysing information from a range of sources, and make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions. Willingness to participate and contribute effectively to the team effort. Will put their interests aside when appropriate to meet the needs of the team.</p>	

## INFORMATION SYSTEMS

A functional understanding of Link's core information communication technology, including Microsoft Office, File Stream systems, and department IT systems. Ability to access and use personal computer software for effective communication and the management of information. Has a basic knowledge of PCs, including keyboard skills, and will take active steps to update personal computer literacy skills and to support others when required.

## SUMMARY TERMS AND CONDITIONS OF EMPLOYMENT

This is a summary of the general terms and conditions of employment of Link Group employees. Those quoted apply to full-time posts, and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed-term contracts are also eligible, subject to the restrictions of their contract. An individual contract may determine additional terms particular to that appointment, and employees should also refer to their contract of employment.

<b>Hours</b>	35 hours per week, normally worked Monday to Friday, however, depending on the job a degree of flexibility may be required to meet the needs of the business.
<b>Salary</b>	Salary will be dependent on skills and experience. Salaries are paid on the last Friday of each month.
<b>Annual Leave</b>	Annual leave is equal to 35 days per year (including 10 public holidays), rising to 40 days after 5 years' service.
<b>Pension</b>	<p>Link is required by law to automatically enrol eligible employees into its pension scheme. Current auto-enrolment rates are:</p> <ul style="list-style-type: none"> <li>• Link: 3% of basic salary</li> <li>• Employee: 1% of basic salary</li> </ul> <p>Employees can opt to increase their contributions:</p> <ul style="list-style-type: none"> <li>• Employee: 3%      5%</li> <li>• Link:            5%      9% [max]</li> </ul> <p>Link's pension scheme is operated via a Salary Exchange arrangement, and full information about this will be provided as part of the new employee induction process.</p>

<b>Travel</b>	Authorised out-of-pocket travel expenses are reimbursed. Business car miles rate is currently 45p per mile. The authorised passenger rate is currently 5p per mile.
<b>Flexible Working</b>	The Group and its subsidiary companies offer a flexible working arrangement [flexitime].
<b>Probationary Period</b>	All new employees are required to complete at least a 3-month probationary period.
<b>Support and Supervision</b>	All staff will participate in our Performance Management System, which includes at least two formal Review Meetings with your line manager.
<b>Smoking</b>	All Link group offices operate a NO SMOKING POLICY. Depending on your role, you may have to work with people who use our services, where there could be an exposure to passive smoking.
<b>Health &amp; Safety</b>	Link promotes a healthy working environment and achieves this aim by supporting an active, staff-led Health and Safety Committee.
<b>Health Care Cash Plan</b>	A non-contributory Healthcare Cash plan scheme for employees and children under 18 years old. [Option to include partners]