ROLE PROFILE

Compliance Contract Manager – Electrical

Grade	Contract Type
Your-07	Regional Worker

Head of Compliance & Building Safety

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Compliance Operations Manager

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Compliance Contract Manager

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Compliance Coordinator

Department

Asset Management → Asset Compliance

Role Overview

Management of servicing and responsive repair contracts to ensure Your Housing Group's regulatory and statutory compliance obligations are met, in relation to domestic & commercial electrical testing and PAT Testing

Part of the On Call Rota

This post is subject to a BASIC DBS check

RESPONSIBILITIES

- Lead the day-to-day management of appointed contractors, ensuring services, repairs and improvement works are completed on time, deliver value for money and a quality service to customers. Lead monthly contractor performance meetings and ensure continuous improvement.
- Lead for ensuring compliance with statutory and regulatory obligations and the Group's service standards, policies and procedures for Electrical Testing; responsibility for the delivery of EICR (Electrical installation Condition Report) testing (and all associated remedials works) and Portable Appliance Testing.
- Develop performance specifications, service standards and contract management procedures for areas of responsibility.
- Monitor and report on the performance and quality of work carried out by contractors (including on-site audits) to ensure all works are carried out in accordance with agreed service standards and legislation.
- Monitor and report on budget expenditure, manage the contract authorisation and payment process, appropriately auditing financially and technically all works including the provision and acceptance of quotations and financial claims.
- Identify opportunities to value engineer service delivery and ensure compliance with the Groups approach to service charge setting and Operational Standing Orders

Our values



Through our passion for housing, more people have a safe place to call home

- Assist with financial planning and budget setting, developing, and maintaining asset registers and condition reports in order to shape future investment programmes.
- Support the procurement and commissioning of contracts, including preparing technical specifications and tender documentations.
- Provide technical guidance and support to teams and projects (investment and new build development projects), preparing and developing design briefs, undertaking feasibility and option appraisal exercises.
- Review and develop policies and procedures governing service delivery.
- Develop creative technical solutions to maintenance and repair issues, embrace continuous improvement, seeking new and innovative building maintenance technologies.
- Undertake incident management and complaint investigations in line with group procedures, analysing trends and strategies to improve services for stakeholders.
- Build and manage positive and productive relationships with contractors, staff, customers, regulators and other key stakeholders through which we deliver services.
- Keep up to date with developments in best practices, products and techniques, legislation changes and amendments to codes of practice and introduce measures to ensure and maintain compliance.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Ability to explain complex repairs & maintenances issues to a non-technical audience
- ✓ Ability to communicate effectively (both written and verbally) to a diverse range of stakeholders; and influence at all levels
- ✓ Ability to manage a number of services and projects simultaneously, often with conflicting priorities
- ✓ Ability to develop strong collaborative working relationships with staff, customers, and contractors
- ✓ Ability to confidently challenge contractors for areas of underperformance and/or unacceptable behaviour
- ✓ Ability to strictly adhere to work schedules and deadlines

ESSENTIAL REQUIREMENTS

- ✓ BS7671 18th Edition Qualification, NVQ Level 3 Electrical Training Qualification or another recognised electrical training qualification
- ✓ Experience of delivering electrical or other statutory programmes (i.e. maintenance contracts to a large and diverse portfolio of properties and buildings)
- ✓ Full UK Driving License & use of own vehicle

BENEFICIAL TO THE ROLE

- ✓ Knowledge of building, construction and maintenance industries including the design process, contractual matter and legislation
- ✓ Experience of delivering electrical servicing & maintenance contracts to a large and diverse portfolio of properties and buildings
- ✓ Experience of setting and managing budgets and expenditure reporting
- ✓ Experience of managing external contractors and the development and application of performance management procedures
- ✓ Experience of producing a variety of written documents including responses to customer complaints, design briefs, technical specifications, performance reports, policies and procedures
- ✓ Knowledge of health and safety legislation, including Control of Asbestos Regulations, Regulatory Reform (Fire Safety Order) CDM Regulations 2015
- ✓ Proven experience of managing contractors developing successful relationships, achieving challenging targets and objectives