**ROLE PROFILE**

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| **Job: Contract Manager**  | **Reports to: Managing Director** | **Tier: N/A** |

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| **Job Purpose:**  As a member of the business lead team, be responsible for the contract management and delivery of a responsive repairs, maintenance and voids service across a geographic region. Within a matrix organisation, ensure the delivery of an effective, efficient and economic service to both customers and end users, meeting or exceeding service standards within budget. Work closely with internal and connected stakeholders to drive continuous improvement. Mentoring of direct reports.  | **Key Competencies:** * Flexibility and Resilience
* Impact and Influencing
* Interpersonal Understanding
* Results Focus
* Commercial Focus
* Meeting Customer Needs
* Future Focus
* Problem Solving & Decision Making
* Building Relationships
* Personal Learning & Growth
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| **Key Responsibilities:*** To directly manage the area contracts team, ensuring the internal functional teams, suppliers and subcontractors deliver to agreed service levels and budget.
* Optimising the day to day operation of the contract for the geographic area under your responsibility.
* Proactively manage and control allocated budgets, attaining revenue targets and implement any necessary corrective action to deliver a surplus budget each financial year.
* To monitor and report on the performance of the region in order that performance and targets are achieved.
* Provide a lead technical role for all Responsive Repairs and Maintenance and Void projects.
* Providing support, mentoring and continual guidance for supervisors and operatives.
* Client liaison for your region of responsibility.
* Support procurement activity.
* Keep up to date with developments in best practices, legislation, codes of practice, products and techniques.
* Ensure full compliance with Principal Contactor duties under CDM regulations, promoting best in class HSQE performance.
* Hold Monthly subcontractor performance meetings, monitor contractor performance and ensure continuous improvement, develop improvement plans.
* Determine the strategic opportunities and exploit markets within the contracts to grow the market areas and local footprint.
* Achieve or exceed service level agreements and key performance indicators
* To produce weekly and monthly reports as directed by the Managing Director.
* To manage the On-Call rota and organise On Call meetings with the staff involved as necessary.
* To deliver On Call services in an emergency situation.
* Responsible for ensuring all staff have both mandatory and refresher training.
* Responsible for planning induction training to provide adequate staffing capacity.
* To be responsible for operational and supervisory disciplinary and grievance procedures in liaison with Senior ER Advisor and Managing Director.
* To ensure monthly invoices are issued on time.
* To monitor timesheets.
* Attend monthly meetings; operational, financial, commercial.
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|  | **Essential** | **Desirable** |
| **Knowledge skills & experience** | * Experience of managing and delivering response repairs and voids servicing & maintenance contracts / service level agreements.
* Commercial acumen
* Ability to Identify, build, monitor and maintain constructive relationships with stakeholders.
* Encouraging communication and willingness to share knowledge and information.
* Principal Contractor duties under CDM regulations
* Relevant sector knowledge.
 | * Knowledge of responsive repairs ICT systems eg. Accuserve / opti-time.
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| **Specific Role Accountabilities for People, Finance and Policy** (i.e. accountability for managing a team/ budgets etc.) | * Managing a teams of personnel in a matrix structure
* Instilling teamwork, responsiveness, commercial and social thinking
* Budget management
* Analytical in relation to mapping and improving interactions between business functions, customers and suppliers.
* Outcome orientated
* Ability to drive continuous improvement in contract performance and operational service improvements.
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| **Key Relationships (internal/connected)** | Internal* Managing Director
* Other Contract Managers
* Project Lead
* H&S Manager
* Functional Managers

Connected* Client Representative
* Contact Centre personnel
* Procurement Manager
* Key trade suppliers and subcontractors
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| **Qualifications** | * Relevant trade qualifications – SMSTS, First Aid, CSCS Managers and Professionals Black Card
 | * Degree or equivalent
* NVQ Level 4 Construction
* Professional membership of a relevant construction industry body
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