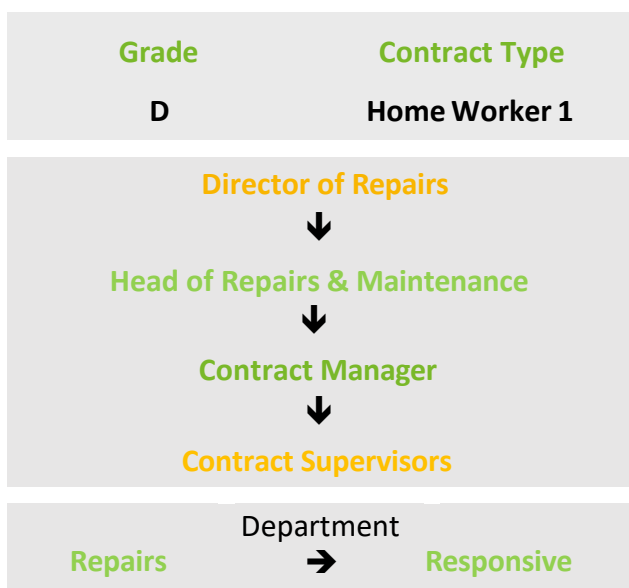


Contract Manager



Role Overview

Responsible for the contract management and delivery of a responsive repairs and maintenance service across a geographic region.

Ensuring an excellent and high-quality service to our customers through the delivery of an effective, efficient, and economic service exceeding service standards and within budget.

Overall responsibility for managing YHG repairs and maintenance services delivered by an in-house operational team.

RESPONSIBILITIES

- Responsible for the formal line management of Contract Supervisors ensuring focus and priorities achieve the service aims. Always ensuring a customer focused and right first-time approach to repair completions
- Accountable for team productivity and performance improvements by working closely with supervisors and operatives providing robust management of poor performance, aligned with the encouragement and praise for excellent service
- Having visibility and presence on site to help improve culture and relationships with front line staff and to ensure performance and management are delivered effectively
- Leads a continuous improvement culture where customer, productivity, taking ownership and excellent performance are the key drivers.
- Manage and drive improvements from customer complaints when service is not delivered to expected standards. Ensure the root causes are fully understood and lessons learnt are acted upon and applied to drive positive cultural and process change
- Directly responsible for managing area contracts, ensuring internal functional teams, suppliers and contractors deliver to service levels and budget and where YHG don't employ that skill set, manage the work or approved sub-contractors
- Use data to drive performance, continuous improvements and effectively manage the team and to monitor and report on performance, to ensure objectives are achieved. Providing regular data, information, reports to the senior management team highlighting trends or patterns for service improvement.
- Proactively manage and control allocated budgets, attaining revenue targets and implementing any necessary corrective action to deliver a surplus budget each financial year.
- Work with other teams within repairs and across the business to ensure good quality service
- Ensure a Health and Safety culture is maintained in-house and sub-contractor teams to provide repairs, including monthly sub-contractor performance meetings, monitor contractor performance, full compliance within training, record keeping, CDM regulations and overall HSQE performance and provide all required Repairs Health and Safety compliance reports.
- Deliver an effective and efficient out of hours on call service for emergency jobs
- Responsible for ensuring all staff are up to date with mandatory and refresher training.
- Undertake additional duties appropriate to the role

Our values

Honest & Reliable
We are authentic, open and dependable; and we do what we say we'll do.

Caring
We show kindness and consideration to our customers and each other.

Respectful & Fair
We listen to people, and strive for equity and inclusivity in all that we do.

Creating more places for people to thrive and be recognised as a sector leading landlord

STRENGTHS

- ✓ Ability to use data, communicate and understand it to drive effective changes
- ✓ Customer focused ability to be able to drive effective operational performance and manage people
- ✓ Ability to build and maintain positive relationships with others and to hold people to account to achieve results
- ✓ Ability to complete tasks accurately and on time when working under pressure, maintaining excellent attention to detail

ESSENTIAL REQUIREMENTS

- ✓ Experience of managing and delivering response repairs or other similar service
- ✓ Customer focused and commercial acumen
- ✓ Educated to Degree level or transferrable qualification in Repairs Management
- ✓ Full UK Driving License and access to a vehicle
- ✓ Ability to identify and build, monitor and maintain constructive relationships with stakeholders
- ✓ Principle contractor duties under CDM regulations
- ✓ Encourages communication and willingness to share information within the team
- ✓ Strong verbal, analytical and written skills

BENEFICIAL TO THE ROLE

- ✓ Experience of using Key Performance indicators
- ✓ Relevant sector knowledge
- ✓ Proficient in the use of Microsoft office applications and housing applications
- ✓ Social Housing experience

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