

## ROLE PROFILE

<b>Job Title:</b>  Contract Manager – Repairs & Maintenance	<b>Role Reports to:</b>  Head of Repairs & Maintenance	<b>Business Function:</b>  Repairs & Maintenance
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<b>Job Purpose:</b>  Contract management and delivery of a responsive repairs, maintenance and voids service across a portfolio of assets; ensuring the safe delivery of repairs & maintenance activity, within Service Legal Agreements, whilst meeting/exceeding KPI's ensuring value for money and budgets adhered to.	<b>Key Competencies:</b> <ul style="list-style-type: none"><li>• Passion</li><li>• Pride</li><li>• Creativity</li><li>• Accountability</li></ul>
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**Key Responsibilities:**

1. Develop, operate and maintain effective site inspections for all teams, both internal and external, ensuring operations are safe, compliant and properly managed.
2. Build Health & Safety into all communications, meetings and briefings, ensuring Health & Safety / Compliance is the number one priority.
3. Ensure all accidents, near misses and incidents are fully investigated and learnings are used to improve safety and compliance within the relevant contract areas.
4. Continuously review and maintain safe systems of work, ensuring staff awareness and compliance.
5. Lead and implement an agreed annual operational plan for the operations teams focused on continual improvement.
6. Agree, monitor and report on Key Performance Indicators and individual performance targets.
7. Work alongside the Commercial Team to ensure customer expectations are managed and Service Levels delivered.
8. CSAT – continually improving trends and implementing corrective action to customer complaints, when required; manage Investigation into complaints and maintain a “lessons learned” log.
9. Work with the Scheduling Team’s managers to ensure contract needs are met; monitor and report on the service provided by the Scheduling Team, ensuring, it is fit for purpose, enabling contract team Key Performance Indicators and individual performance targets are met.
10. Manage the delivery of emergency, reactive, planned and minor works repairs, and other works as required.
11. Identify and deliver required training and development for contract teams.
12. Manage sub-contractors packages in line with regulations
13. Comply with all commercial and financial management Operational Standing Orders, processes and timescales.
14. Undertake monthly reviews of service demand and workforce capacity requirements, ensuring the maintenance resource levels and subcontract capacity to suitably manage peak demand levels; forecast changes in workload and work-stream that impact upon resources and costs
15. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Relevant Repairs &amp; Maintenance knowledge</li> <li>• Knowledge of Repairs and Maintenance ICT software/systems</li> <li>• Knowledge of diagnosis and resolution of common repair types to housing stock</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Commercial acumen</li> <li>• Ability to Identify, build, monitor and maintain constructive relationships with stakeholders</li> <li>• Excellent communication skills, with the ability to share knowledge and best practice</li> <li>• Good analytical skills, to facilitate mapping and improving interactions between business functions, customers, and suppliers</li> <li>• Excellent data analysis and report writing skills</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of managing large teams of personnel, within a Responsive Repairs environment.</li> <li>• Experience of Principal Contractor duties under CDM regulations</li> <li>• Experience of budget preparation and management</li> </ul>	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Relevant trade qualifications – SMSTS, First Aid, CSCS Managers and Professionals Black Card</li> </ul>	<ul style="list-style-type: none"> <li>• Degree or equivalent</li> <li>• NVQ Level 4 Construction</li> <li>• Professional membership of a relevant construction industry body</li> </ul>

<b>People Management Responsibility</b>	Line management responsibility, including coaching, development and performance management
<b>Budgetary Responsibility?</b>	Budgetary responsibility
<b>Key Relationships (internal/external)</b>	Colleagues at all levels within Your Housing Group, key trade suppliers and sub contractors
<b>Safeguarding of Children Young people and Vulnerable Adults</b> Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.  As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.	

<b>Key Role Performance Indicators</b>
<ol style="list-style-type: none"> <li>1. Completion of objectives</li> <li>2. Performance against specific KPIs eg responsible repairs, voids, etc</li> <li>3. Measures related to the management of staff eg absence management</li> <li>4. Compliance with management processes eg 121s and PDRs</li> </ol>

<b>Date Role Profile Created/Updated:</b>	<b>May 2021</b>
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