

ROLE PROFILE

Job: Estates and Facilities Management Contract Manager (EFM CM)	Reports to: Head of Operations	YHG Tier 3 :
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<p>Job Purpose:</p> <p>As a member of the business lead team, to manage the delivery of estates and facilities management contracts and programmes to Your Housing Group customers.</p> <p>To manage internal and external teams ensuring the delivery of a safe, effective, efficient and economic service to both customers and end users, meeting or exceeding service standards within budget.</p> <p>Work closely with internal and connected stakeholders to drive continuous improvement.</p>	<p>Key Competencies:</p> <ul style="list-style-type: none"> • Ability to program and sequence EFM maintenance works • Flexibility and Resilience • Technical competence • Health and safety knowledge • Impact and Influencing • Interpersonal Understanding • Results Focus • Commercial Focus • Meeting Customer Needs • Future Focus • Problem Solving & Decision Making • Building Relationships • Personal Learning & Growth
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> • To manage the health, safety and well being of resources under direct or indirect management • To achieve resource, customer satisfaction, quality and cost performance targets • To directly manage internal and external planned delivery teams, suppliers and subcontractors deliver to agreed service levels and budget. 	

- To mobilise and deliver new estates and facilities maintenance (EFM) contracts
- Optimising the day to day operation of the contract for the areas 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 your areas in order that performance and targets are achieved.
- Provide a lead for all estates and facilitates maintenance related projects.
- Providing support, mentoring and continual guidance for supervisors, operatives and contractors.
- Client liaison for your region of responsibility.
- Support procurement activity.
- Keep up to date with developments in H&S, best practices, legislation, codes of practice, products and techniques.
- Hold separate monthly internal resource and 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 and Head of Operations.
- 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.

	Essential	Desirable
Knowledge skills & experience	<ul style="list-style-type: none"> • Experience of start-up, mobilisation and ongoing day to day management and delivery of large estates and facilities maintenance contracts using local and external resources. • Experience of delivering projects in a social housing/FM context • Demonstrable commercial acumen • Encouraging communication and willingness to share knowledge and information. • Relevant sector knowledge. • Ability to drive continuous improvement in contract performance and operational service improvements. • Ability to develop team members to develop high performance teams • Experience of delivering programmes of work including but not limited to; <ul style="list-style-type: none"> ○ Handy person services ○ Communal cleaning ○ Clearance and tipping services ○ Window cleaning ○ Pest control ○ Graffiti removal ○ Compliance checking 	

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Specific Role Accountabilities for People, Finance and Policy (i.e. accountability for managing a team/ budgets etc.)	<ul style="list-style-type: none"> • Managing internal and external teams • Budget management • Analytical in relation to mapping and improving interactions between business functions, customers and suppliers. 	

Key Relationships (internal/connected)	<ul style="list-style-type: none"> • Ability to Identify, build, monitor and maintain constructive relationships with stakeholders. <p>Internal</p> <ul style="list-style-type: none"> • Managing Director • Head of Operations • Commercial Manager • Other Contract Managers • H&S Manager • Functional Managers <p>Connected</p> <ul style="list-style-type: none"> • Client Representative • Contractors and suppliers • Contact Centre personnel • Procurement Manager • Key trade suppliers and subcontractors 	
Qualifications	<ul style="list-style-type: none"> • Relevant trade qualifications • English & Maths GCSE (or equivalent) 	<ul style="list-style-type: none"> • Relevant Degree or equivalent • Relevant H&S qualification • Professional membership of a appropriate industry body • First Aid