**ROLE PROFILE**

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| **Job:** **Planned Works Contract Manager**  | **Reports to:** **Head of Operations** | **YHG Tier 3 :**  |

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| **Job Purpose:**  A member of the Business Lead team, managing the delivery of planned works programmes to Your Housing Group customers across the North West. 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. Work closely with internal and connected stakeholders to drive continuous improvement.  | **Key Competencies:** * Interpersonal Understanding
* Results Focus
* Commercial Focus
* Meeting Customer Needs
* Future Focus
* Problem Solving & Decision Making
* Building Relationships
* Personal Learning & Growth
* Impact & Influencing
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| **Key Responsibilities:**1. Directly manage internal and external planned delivery teams, suppliers and subcontractors deliver to agreed service levels and budget.
2. Mobilise and deliver new planned works contracts
3. Optimising the day to day operation of the contract for the areas under your responsibility.
4. Proactively manage and control allocated budgets, attaining revenue targets and implement any necessary corrective action to deliver a surplus budget each financial year.
5. Monitor and report on the performance of your areas in order that performance and targets are achieved.
6. Provide a lead for all Planned projects.
7. Providing support, mentoring and continual guidance for supervisors, operatives and contractors.
8. Client liaison for your region of responsibility.
9. Support procurement activity.
10. Keep up to date with developments in H&S, best practices, legislation, codes of practice, products and techniques.
11. Ensure full compliance with Principal Contactor duties under Construction (Design & Management) Regulations, promoting best in class HSQE performance.
12. Hold separate monthly internal resource and subcontractor performance meetings, monitor contractor performance and ensure continuous improvement, develop improvement plans.
13. Determine the strategic opportunities and exploit markets within the contracts to grow the market areas and local footprint.
14. Achieve or exceed service level agreements and key performance indicators
15. Produce weekly and monthly reports as directed by the Managing Director and Head of Operations.
16. Manage the On-Call rota and organise On Call meetings with the staff involved as necessary.
17. Deliver On Call services in an emergency situation.
18. Responsible for ensuring all staff have both mandatory and refresher training.
19. Responsible for planning induction training to provide adequate staffing capacity.
20. Responsible for operational and supervisory disciplinary and grievance procedures in liaison with Senior ER Advisor and Managing Director.
21. Ensure monthly invoices are issued on time.
22. Monitor timesheets.
23. Attend monthly meetings; operational, financial, commercial.
24. Undertake additional duties appropriate to the role and/or grade
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|  | **Essential** | **Desirable** |
| **Knowledge** | * Principal Contractor duties under CDM regulations
* Relevant sector knowledge.
 | * Knowledge of responsive repairs ICT systems eg. Accuserve / opti-time.
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| **Skills** | * Demonstrable commercial acumen.
* Strong communication skills, with willingness to share knowledge and information.
* Ability to drive continuous improvement in contract performance and operational service improvements.
* Ability to develop team members to develop high performance teams
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| **Experience** | * Experience of managing and delivering planned contracts using local and external resources.
* Experience of delivering planned projects in a social housing context
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| **Qualifications/Education** | * GCSE Maths and English (or equivalent)
* Relevant trade qualifications – Site Management Safety Training Scheme (SMSTS), Construction Skills Certificate Scheme (CSCS) Managers and Professionals Black Card
 | * Relevant Degree or equivalent
* NVQ Level 4 Construction
* Relevant H&S qualification
* Professional membership of a relevant construction industry body
* First Aid
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| **People Management Responsibility?** | Line management responsibility, including coaching, development and performance management. |
| **Budgetary Responsibility?** | Responsibility for managing a budget |
| **Key Relationships (internal/external)** | Internal - Managing Director, Head of Operations, Commercial Manager, Contract Managers, Project Lead, Health & Safety Manager, Functional Managers, Contact Centre, Procurement ManagerExternal - Client Representative, contractors and suppliers, Key trade suppliers and subcontractors |
| **Safeguarding of Children Young people and Vulnerable Adults** 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. |

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| **Key Role Performance Indicators**  |
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| **Date Role Profile Created/Updated:**  | **March 2019** |