

ROLE PROFILE

Job: Ground Maintenance Contract Manager	Reports to: Head of Operations	YHG Tier 3 :
---	---	---------------------

<p>Job Purpose:</p> <p>As a member of the business lead team, to manage the delivery of Ground Maintenance programmes to Your Housing Group customers.</p> <p>To manage health, safety, well being and performance management of 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 ground 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 grounds maintenance 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 Ground Maintenance 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.
- Ensure full compliance with Principal Contactor duties under Construction (Design & Management) Regulations, promoting best in class HSQE performance.
- 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 managing and delivering large ground maintenance contracts using local and external resources. • Experience of delivering ground maintenance projects in a social housing 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"> ○ planting and ground maintenance projects and processes ○ large scale volume tree maintenance ○ bespoke landscaping projects ○ maintenance of invasive species 	<ul style="list-style-type: none"> • 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
Specific Role Accountabilities for People, Finance and	<ul style="list-style-type: none"> • Managing the internal and external teams • Budget management 	

Policy (i.e. accountability for managing a team/ budgets etc.)	<ul style="list-style-type: none">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 • Relevant Degree or equivalent • Relevant H&S qualification • Professional membership of a appropriate industry body • English & Maths GCSE (or equivalent) 	