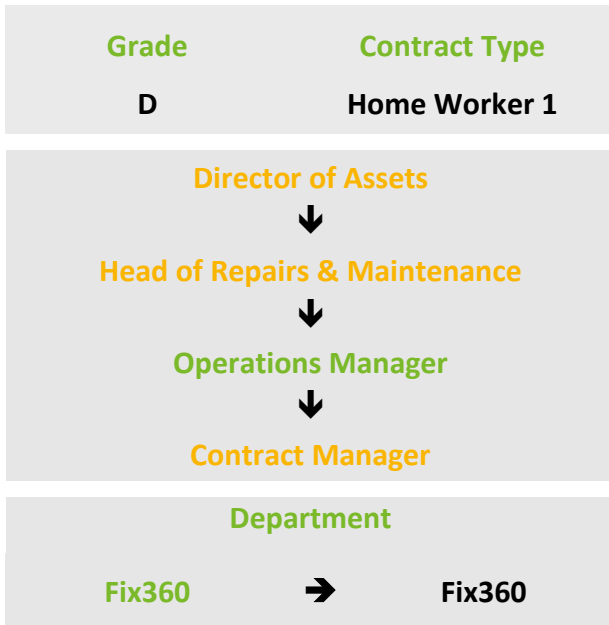


Contract Manager



Role Overview

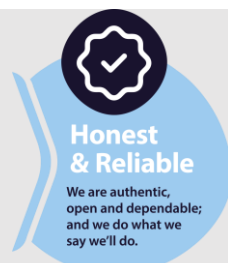
Responsible for the contract management and delivery of a responsive repairs, maintenance service across a geographic region.

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.

RESPONSIBILITIES

- Overall responsibility for managing customers repairs delivered via the in-house Operatives. Maximising the output and productivity of the team. Where YHG don't employ that skill set, manage the work or approved sub-contractors
- Ensuring a customer focused approach to repair completions at all times, with a right first time attitude from Operatives and Managers
- Ownership of Operatives productivity and performance improvements by 'being in the work' and working closely with Repair Managers/frontline teams. Robust and rigorous management of poor performance, aligned with the encouragement and praise for excellent service.
- Effecting a continuous improvement culture where customer productivity and excellent performance are the key drivers.
- Responsible for the formal line management of Repair Managers (Contract Supervisor), ensuring focus and priorities achieve the service aims.
- Monitor and report on the performance of your team, to ensure objectives are achieved. Providing regular data, information, reports to the Ops Manager highlighting trends or patterns for service improvement.
- Proactively manage and control allocated budgets, attaining revenue and capital targets via employing any necessary corrective action to deliver to budget each financial year.
- Deliver an effective and efficient out of hours on call service for emergency jobs.

Our values



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

- Manage customer complaints from receipt to completion when service is not delivered to expected standards. Ensure the root causes are understood and lessons learnt are acted upon and applied to drive positive cultural and process change.
 - To work with other colleagues and teams within repairs and across the business to ensure good quality service.
- Ensure a Health and Safety culture is maintained across the in-house and sub-contractors used to
- provide repairs, including monthly sub-contractor performance meetings, monitor contractor performance, full compliance within training, record keeping, CDM regulations and overall HSQE performance.
 - Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

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

ESSENTIAL REQUIREMENTS

- | | |
|---|--|
| ✓ Experience of managing and delivering a response repair service | ✓ Educated to Degree level or relevant experience |
| ✓ Customer focused and commercial acumen | ✓ Encourage communication and willingness to share information with the team |
| ✓ Ability to identify, build, monitor and maintain constructive relationships with stakeholders | ✓ Principle contractor duties under CDM regulations |
| ✓ Full UK Driving Licence and access to a vehicle | ✓ Strong verbal and written communication skills |

BENEFICIAL TO THE ROLE

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