



Role Profile

December 2018

Job Title:	Contracts Manager
Reporting To:	Compliance and Estate Services Manager
Purpose:	<p>To deliver a first class estate service through effective management of the cleaning and grounds maintenance team, plus effective contract management and delegation.</p> <p>Develop and implement new ways of working that deliver continuous improvement, demonstrates commitment to great customer service and satisfaction.</p>
Direct Reports	Senior Estate Services Officer x1 Estate Services Officer x2 Cleaning and grounds maintenance supervisor x 1
Location	Stockwell
Disclosure Level:	Enhanced
Key accountabilities	Key elements
Main responsibilities	<ul style="list-style-type: none"> • Operationally responsible for ensuring estate cleaning & grounds maintenance are carried out to a high standard both from a contractor and staff perspective. • Ensure estate is secure and safe. • Operationally responsible for wayfinding and estate and building signage to be complete and up to date. • Ensuring Health & Safety Compliance is adhered to estate wide; including blocks • Ensure Fire Safety standards are adhered to and compliance is met. • Manage CCTV & Concierge contract • Contract Management of outsourced services • Ensure block and communal repairs are completed to the right standard, within timescales and within budget. • Manage garage and estate parking • Oversee handling of complaints for the area of responsibility • Ensure estate and block Inspections are completed accurately and promptly, with all resulting actions followed through to completion.

	<ul style="list-style-type: none"> • Oversee accurate utility meter management (outsourced) • Manage door entry & access control systems to ensure estate security. • Estate and block lighting to be managed and monitored. • Responsible for community space facilities management • Ensure estate roads and footpaths are maintained to a good safe standard. • Ensure newly built properties are handed over to SW9 to the right standard and with all relevant information. • Utility meter management (outsourced)
Management	<ul style="list-style-type: none"> • Meet and exceed personal and organisational performance targets, objectives and service levels. Work towards supporting SW9's corporate and performance standards, including its vision and values. • Manage the Estate Services department, ensuring its effectiveness through SW9's performance management system. • Record and report on the performance of contractors including logging of service failures and issuing rectification notifications. • Analyse performance data identifying service gaps and provide accurate contractor performance information as required. • Direct management of caretaking; grounds maintenance; tree maintenance, refuse contractors; estate cleaning, playground inspections and all other estate services contracts to ensure quality standards are maintained in accordance with contract specifications. • Management of any in-house service provision that relates to estate services. • Manage and develop a high performing team by effectively undertaking one to ones, performance appraisals, personal development plans, team meetings, sickness reviews and other management activities as required, on a timely basis. • Ensure that training and development needs are identified within the teams, to assist in the provision and arrangement of training and monitor its effectiveness. • Ensure the provision of performance indicator information and other statistical data in respect of the teams' activities as required for senior management information, service delivery, and performance purposes to a range of different audiences, including external agencies. • Ensure that all duties and activities are undertaken within the standards, processes and procedures set by SW9, Network Homes and statutory regulators. • Inspire, lead and be a role model, consistently demonstrating the SW9 culture and values.
Financial Management	<ul style="list-style-type: none"> • Demonstrate value for money in all areas of responsibility and as requested by the Compliance and Estate Services Manager. • Manage delegated budgets ensuring all expenditure is within agreed limits ensuring that the organisation receives value for

	<p>money from all expenditure and that this expenditure is within delegated authorities and properly authorised.</p> <ul style="list-style-type: none"> • Assist the Compliance and Estate Services Manager with annual budget setting for the department. • Remain within an annually set budget and with on going financial performance improvement, maximising resources. • Work with colleagues within SW9 to ensure the maximisation and recovery of costs from leaseholders for services reasonably provided to them.
Complaints Management:	<ul style="list-style-type: none"> • Ensure that the team responds clearly to complaints and Member enquiries within time and quality targets, learning from service failures and monitor the quality of staff correspondence and feedback. • Use learning from customer feedback including complaints, to increase customer satisfaction. Identify areas for improvement and manage the implementation and review of planned changes.
Contract Management	<ul style="list-style-type: none"> • Through high quality contract management and programmed estate inspections ensure estate and environmental services comply with the agreed standard as set out in the service contracts. Manage contractor poor performance through to improvement and resolution. Involve customers in the design and monitoring of services. • Effectively manage third party contractors responsible for delivering to a high quality, environmental and cleaning services to SW9 residents that meet all standards and performance targets. • Support the Compliance and Estate Services Manager in reviewing the services provided by external contractors to establish they represent VFM.
Health & Safety	<ul style="list-style-type: none"> • Ensure all Health and safety policies, regulations and procedures are communicated to staff and complied with at all times. • Ensure risk assessments are carried out as required so that risks are minimised and ensure compliance of Health and Safety regulations. • Ensure all communal and common parts are compliant at all times with Health & Safety legislation. • Ensure lone working policies are implemented, ensuring staff work in compliance with the policy and are issued with correct PPE as necessary. And mobile phones are charged at all times so contact can be made. • Maintain accident/incident records; carry out investigations into any accidents/incidents.
General:	<ul style="list-style-type: none"> • Work collaboratively with colleagues to deliver a joined up service, developing mechanisms to drive service improvement. • Keep up to date with key legislative changes and sector good practice and embed these into the departments' service delivery.

	<ul style="list-style-type: none"> • Ensure services are designed and delivered to meet the needs of the diverse community within which we work. • Work within the parameters of the organisation's strategy, objectives and policies. • Work to ensure that both personal and organisation risks are minimised. • Undertake any other duties and projects of a similar nature and at this level within SW9 as required by the Compliance and Estate Services Manager. • Attend evening meetings and other community events as required • To be available to participate in an 'out of hours' on call rota as and when required or directed by a member of the senior leadership team.
<p>Standard Responsibilities</p>	<ul style="list-style-type: none"> • Adopt and comply with SW9 values, policies and procedures and regulatory frameworks including: • Code of Conduct • Health and Safety • GDPR, privacy and use of IT resources • Regulatory standards and probity • Risks and internal controls framework • Human Resources policies and procedures • Equality and diversity

Contacts - external/internal

- Residents and resident representatives
- Contractors and consultants
- Senior Managers and staff within SW9
- Network Homes Asset Management Team
- Board Members and Committees
- Councillors

Job related knowledge, skills and experience

Education

Educated to degree level or relevant experience (E)

Knowledge and Skills

- Technical knowledge sufficient to manage a large and complex estate facilities management brief across a range of different stock types (E)
- Contract Management and compliance knowledge (E)
- A clear understanding of Health & Safety legislation (E)
- Excellent verbal communication skills and the ability to adapt this approach for different audiences (E)
- Excellent written communication skills. (E)
- Excellent listening skills to understand a range of complex issues (E)
- Excellent customer focus and a genuine desire to achieve excellence in all areas of responsibility (E)
- Commitment to equality and diversity (E)

Experience

- Experience of managing multi tenure buildings (D)
- Experience of budget setting and monitoring (E)
- A track record of developing staff to achieve targets and objectives (E)
- Proven track record in service improvement, managing and delivering change (E)

Competencies

We want to make SW9 CH a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the four HART behaviours:-

Hungry – I am ambitious to succeed.

- Optimistic: I am can-do and focussed on what can be done

- Creative: I find new ideas and solutions to challenges
- Bold: I get out my comfort zone and try new things
- Motivated: I welcome feedback and want to succeed

Accountable – I take personal ownership and responsibility to get things done. I make things happen by empowering and delivering through the team and using resources effectively

- Resilient: I work hard to make things happen
- Disciplined: I am realistic and do what I say I will do
- Personal ownership: I take ownership of an issue until it is resolved
- Confident: I make decisions that are within my remit

Respectful – I treat everyone with respect and understanding. I arrive on time and take full part in meetings.

- Prepared: I arrive on time and take full part in meetings
- Communicator: I listen to others and work hard to communicate well
- Responsive: I always answer a ringing phone and respond quickly
- Self aware: I put myself in others' shoes and understand how my actions impact on others

Together – I am proud to be one team.

- Positive: I talk positively about SW9 CH as one team
- Proactive: I put myself forward and build great relationships
- Supportive: I support and recognise the contribution of others
- Role model: I genuinely believe I make the difference