

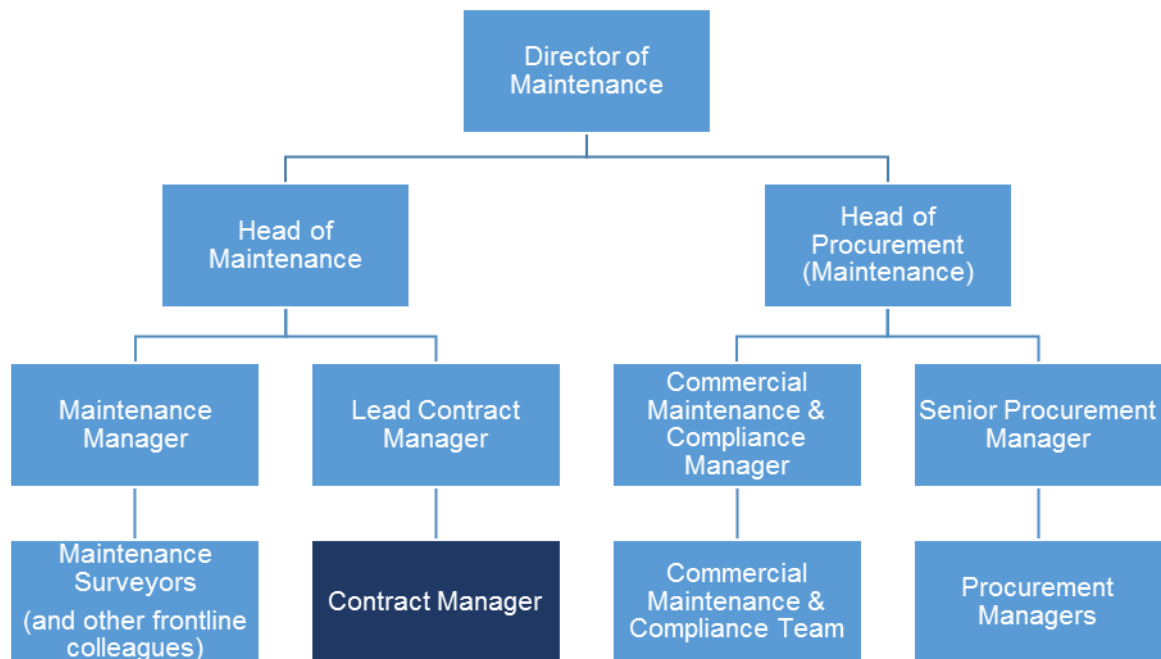
**HOME GROUP LIMITED
JOB DESCRIPTION**

1	JOB DETAILS	
	Job Title: Contract Manager	Date: February 2017
	Reports to: Lead Contract Manager	REF: HOMEJD406

2	JOB PURPOSE <p>As a Manager within Home Group you are responsible for process, people and culture. You will play a key role in creating and sustaining a positive culture by personally role modelling the Home Group values and creating ways of working that enables others to do the same. You will specifically:</p> <ul style="list-style-type: none">• To be accountable for working collaboratively with the Lead Contract Manager and our major national contractors to ensure all contractual commitments are met and to proactively identify and implement solutions to any underperformance in a timely manner.• To develop and maintain strong working relationships with contractors and colleagues across Supported, Rented, Leasehold and Maintenance in your area to manage opportunities that are commercially beneficial and achieve customer satisfaction.
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3	DIMENSIONS <ul style="list-style-type: none">• Responsibility for a budget of up to £50m, meeting all deadlines as agreed at year start and in a commercial manner• In depth knowledge of contractual conditions providing appropriate controls to deliver services efficiently and to meet Key Performance Indicators• No line management responsibility
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4 ORGANISATION CHART



5 KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- Demonstrable significant and relevant experience in the commercial/construction/housing sectors.
- Chartered membership of a professional body e.g. CIOB, RICS.
- Ability to support and advise colleagues on contractual matters, with strong skills to lead contractual, commercial and technical negotiations to clear outcome.
- Understanding of contract preparation including standard and bespoke forms of contract and implementation and management of these contracts.
- To recognise performance and commercial issues and to work with the Lead Contracts Manager to develop detailed reports and robust action plans
- Ability to build relationships and to recognise and resolve conflict in a commercial, personal and organisational context.
- Think commercially, innovatively and creatively about the way services are delivered and contribute to new thinking and ways of working.
- Knowledge of partnership working, commercial and contract management and management techniques with a technical understanding of housing related maintenance issues including relevant legislation and statutory compliance.
- Experience of the requirements to provide written submissions and supporting commercial information with the ability to analyse and interpret data to identify

	<p>trends and business improvement opportunities with a commercial focus.</p> <ul style="list-style-type: none"> • Knowledge of procurement and tender activities including European Procurement Directives. • Experience of Project Management, particularly of construction projects. • Demonstrated ability in budget and financial control management. • Demonstrable passion for customer service excellence. • High levels of drive and energy with desire to achieve objectives with enthusiasm. • Ability to work on own initiative and remotely or as part of a team in an office environment. • Experience of working in a multi-site organisation with the ability to undertake frequent travel and to work away from home including overnight in various locations. A driving licence and access to a vehicle is preferable.
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6	<p>KEY RESULT AREAS</p> <ul style="list-style-type: none"> • To identify and explore opportunities to drive commercial efficiencies and deliver a best in class service. • To identify and support management of commercial and contractual compliance issues in your area including reporting, working with colleagues ensuring accountabilities are appropriately assigned and managed. • To maximise commercial improvement, savings opportunities and efficiency measures delivering high performance and excellent customer service. • Working collaboratively to lead and facilitate discussions and negotiations, driving commercial opportunities and compliance. • Identify, formulate, monitor and provide commercial opportunities to ensure that specified levels of services provided are robust and compliant. • Assist in providing, monitoring and addressing management and performance information from a commercial, service delivery and contract compliance perspective to drive improvements in service delivery. • Work with the Lead Contracts Manager and other colleagues to analyse service areas with a focus on improving performance and engender an environment of best practice across the business locally and nationally.
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7	<p>COMMUNICATIONS AND WORKING RELATIONSHIPS</p> <p>Your main contacts will include:</p> <p>Internal:</p> <ul style="list-style-type: none"> • Directors and Heads of Service Delivery • Operations Managers • Heads of Maintenance and Lead Contract Managers • Maintenance teams, including Maintenance & Compliance colleagues • All Home Group colleagues including Asset Management, Development, Health and Safety, Supported, rented and leasehold and finance
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	<ul style="list-style-type: none"> • Working with Maintenance Managers and their teams, providing technical specification support for large scale spend as necessary • Regular contact with project teams outside of Operations to understand project requirements/impacts/benefits and that risks are being mitigated <p>External:</p> <ul style="list-style-type: none"> • Customers • Contractors and Consultants • Other Housing Associations & RSL's • Local Government • Regulatory bodies including Health and Safety
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8	<p>SCOPE FOR IMPACT</p> <ul style="list-style-type: none"> • Working to ensure that service providers and colleagues deliver their contractual obligations. • Working to ensure that social and community responsibilities set out within appropriate contracts in relation to employment, training, skills and neighbourhood/community initiatives are delivered. • Play a fundamental role in ensuring the delivery of an excellent service and a consistent and collaborative approach to delivery of these services. • Responsibility for delivering value for money, excellent customer satisfaction and exceptional customer service. • Gain buy in from colleagues in achieving local aims through clear objective and work planning and proactive relationship management. • Utilise relevant contract performance management arrangements to challenge and effectively address underperformance and poor practice to ensure delivery of excellent customer and client services driving accountabilities and ownership of service improvement.
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9	<p>CORPORATE RESPONSIBILITIES</p> <ul style="list-style-type: none"> • To develop relationships across Home Group and support the organisation and colleagues to achieve results and improved performance. • Work with colleagues to assist in effective risk management and ownership. • To undertake all reasonable training activity designed to support you in your role. • Apart from a responsibility for your own health, safety and welfare, ensure that staff under your supervision perform their duties with due regard to Home Groups Health and Safety Policy, Procedures and Safe Systems of Work in a safe working environment. • Promote equality and diversity as an integral aspect of working at Home and lead by example. • To undertake any further duties as requested by your Line Manager
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	commensurate with the level of your post.
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10	JOB DESCRIPTION AGREEMENT	
	Job Holders Signature:	Date:
	Managers Signature:	Date: