

Job title	Contracts Manager Responsive Repairs
Department/Section	Operations / Property Services Team
Reporting to	Property Services Manager
Responsible for staff/equipment	No line management responsibility
Job Purpose – duties and responsibilities (top three only)	<ol style="list-style-type: none"> 1. Responsibility for a revenue budget of up to £1m, meeting all deadlines as agreed at the start of the financial year start 2. To manage the reactive repairs contract developing collaborative a partnerships and using depth knowledge of contractual conditions and appropriate controls to deliver services efficiently and to meet Key Performance Indicators 3. Assist in providing, monitoring and addressing management & performance information, service delivery and contract compliance perspective to drive improvements in service delivery.
Key tasks	<ol style="list-style-type: none"> 1. Manage the delivery of a responsive maintenance service across Local Space housing stock, both with the directly managed stock and properties managed by London Borough of Newham , ensuring quality installations, delivering a good customer experience and achieving value for money at every opportunity. 2. Monitor completions and satisfaction levels for works delivered 3. Chair monthly contract meetings, monitoring progress and H&S issues 4. To prepare minor works specifications, issue appropriate orders, within Local Space financial constraints: to supervise, inspect for any other technical works originated from the Local Space stock.To provide technical and specialist support to the Operations Department and the organisation in relation to property maintenance and acquisitions. 5. To carry out pre and post inspections

	<p>6. To represent the Company and establish good working relationships with client local authorities, other local authorities and RSLs, the Housing Corporation and other appropriate organisations.</p> <p>7. Manage the void process of Local Space properties.</p> <p>8. To maintain the associations asset management / repairs and maintenance database. Civica CX and Keystone Asset management systems.</p>
Equalities and Diversity	In line with the organisation's Equalities Act 2010 Local Space Staff must to ensure that no users of its services, its employees or job applicants are unfairly discriminated against because of their identifies the following protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race religion or belief, sex, sexual orientation or criminal record nor disadvantaged by any conditions or requirements that cannot be shown to be justified. Local Space is committed to ensuring and promoting the rights of all people to equality of opportunity and all staff are required to abide by these principles.
Budgetary responsibilities (where applicable)	Monitoring of Planned maintenance budget
Customer experience (Internal and external)	<ol style="list-style-type: none"> 1. Local Space directly managed tenants 2. LBN tenants under current management arrangement 3. External Contractors 4. Local Space departments
Stakeholders/partners	<ol style="list-style-type: none"> 1. Local Space directly managed tenants 2. LBN tenants under current management arrangement 3. External Contractors 4. Local Space departments 5. Local Authority partners 6. Contractors
Health and Safety	It is the duty of all employees to ensure that a safe working environment and safe working practices are maintained at all times. It is also the responsibility of management to do so.
Data Protection	<p>The post holder's personal data will be processed in a fair and lawful way, in accordance the Data Protection Act 2018 and with the Privacy Notice.</p> <p>Local Space attaches the greatest importance to data protection for its tenants, staff, and contractors.</p>

	<p>Employees must act in accordance with Local Space’s Data Protection Policy, and in particular in accordance with the employee obligations set out in that policy</p>
<p>Mandatory training – this can take the form of short webinars, reading materials followed by as test, or traditional training</p> <p>Departmental/role specific</p>	<p>Corporate All Staff</p> <ul style="list-style-type: none"> • GDPR • Introduction to H&S in the office • Equalities <p>Role specific</p> <ul style="list-style-type: none"> • Asbestos awareness • Fire safety awareness • CX training modules • Keystone training modules • Using lone working device • Safeguarding & DV

Person Specification

Job title : Contracts Manager Planned Works

	ESSENTIAL	ASSESSMENT
EDUCATIONAL ACHIEVEMENTS, QUALIFICATIONS, TRAINING	ONC Building Studies and/or be able to demonstrate significant previous surveying experience	Application, Interview
EXPERIENCE AND KNOWLEDGE	Identify and report on H&S issues on site during inspections and take appropriate action to minimise risk.	Application, Interview
	Evidence of continuing professional development	
	Demonstrable experience of establishing and maintaining records systems and property information systems.	
	Experience of identifying faults in buildings and preparing specifications	
	Demonstrable experience and understanding of property maintenance and technical issues and have an awareness of the likely issues that could impinge upon the viability of a property, or the health & Safety, or peaceful enjoyment of a property by an occupant.	
	Understanding of Decent Homes / HHSRS standard.	
	Ability to analyse and understand data and information quickly	
JOB RELATED APTITUDE AND SKILLS	Ability to communicate technical and policy matters to staff, tenants and external agencies.	General Ability Test & Interview
	Demonstrates high level of personal integrity, confidentiality, trust and sensitivity.	
	Excellent written and spoken communications skills including influencing and negotiation skills	
	Ability to see through projects and tasks from inception to conclusion	
	Ability to work autonomously and flexibly	

	Ability to create and maintain good work relationships	
	Full, current driving licence and access to own vehicle	
	Well organised, thorough and conscientious	
	Good judgement about priorities, use of knowledge and discretion	
	Committed to delivering a good customer experience	
	Ability to manage competing demands on time	
	An understanding of, and commitment to, equal opportunities	
ADDITIONAL REQUIREMENTS	Any understanding of health and safety in the workplace	Interview
	An understanding of data protection confidentiality	

ADDITIONAL INFORMATION

- All posts are subject to a 6 month probationary period
- This post is/is not subject to an Enhanced/DBS check
- This post is/is not exempt from the Rehabilitation of Offenders Act (1974), therefore applicants must be prepared to disclose all criminal convictions and cautions, including those that would otherwise be spent under the Act.

Date: xxxx

Job description agreed

Line Manager

Signature :

Current post holder

Signature

Date: