

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Assistant Contract Manager (PN:16485)	Range 4	See Job Profile for full duties. Main duties include:	<u>Requirements at this level:</u>	<u>Requirements at this level in addition to level 4A:</u>	<u>Requirements at this level in addition to level 4A and 4B:</u>
		To assist a team of technical officers (Compliance Project Manager, Asset inspector, Project Managers, Voids, Repairs and Planned works Surveyors) to ensure the successful operational and contractual delivery of the HRA's repairs, planned works,	<u>Qualifications</u> <ul style="list-style-type: none"> Level 2 qualification – e.g. A minimum of 5 GCSE's (grades 4-9) including English and Maths, NVQ etc Completion of HRA and corporate mandatory training course as detailed on the HRA Training Matrix. 	<u>Qualifications</u> <ul style="list-style-type: none"> Working towards a Relevant Level 3 Qualification in Housing e.g. CIH Level 3 Letting Continuing Professional Development (CPD) Completion of role specific training as identified in the HRA Property Services training matrix 	<u>Qualifications</u> <ul style="list-style-type: none"> Relevant Level 3 Qualification in Housing e.g. CIH Level 3 Letting
			<u>Knowledge</u>	<u>Knowledge</u>	<u>Knowledge</u>

		compliance and voids work streams	<ul style="list-style-type: none"> • Basic knowledge of landlords' property responsibilities and working with contractors delivering these services • Working knowledge of building maintenance and practical repair issues gained within a Social Housing Environment • Policy and procedural knowledge and applying logic to create practical solutions 	<ul style="list-style-type: none"> • Working knowledge of monitoring the performance of and working in conjunction with contractors • Working knowledge of Housing Maintenance and Contract Management • Knowledge of complaints process including the Housing Ombudsman • Knowledge of how to obtain data/reports and summarising findings in pivot tables and charts 	<ul style="list-style-type: none"> • Good knowledge of analysing and interpreting complex information and situations demonstrating the ability to develop solutions and plans for the medium term • Comprehensive understanding of the services requirements under the consumer standards • Comprehensive knowledge of the services compliance responsibilities • Has a basic knowledge of Building Regs and other property maintenance specific legislation
			<p><u>Experience</u></p> <ul style="list-style-type: none"> • 0-3 Years experience working within a social housing environment • Experience of working in partnership with repairs 	<p><u>Experience</u></p> <ul style="list-style-type: none"> • 4-7 years' experience working within a social housing environment • Experience of liaising, negotiating and consulting with 	<p><u>Experience</u></p> <ul style="list-style-type: none"> • 8+ years' experience working within a social housing property services environment • Experience of communicating effectively

			<p>and maintenance contractors</p> <ul style="list-style-type: none"> • Experience of completing housing admin tasks • Experience of communicating effectively with social housing residents 	<p>contractors and reviewing provided KPI information</p> <ul style="list-style-type: none"> • Experience of using housing management systems • Experience of driving and maintaining service improvements across property services 	<p>through a range of methods including, performance reports using numerical data, and briefing papers</p> <ul style="list-style-type: none"> • Experience of reviewing and updating departmental procedures and processes
			<p><u>Skills</u></p> <ul style="list-style-type: none"> • Proficient in the use of relevant computer applications including Microsoft Office • Full valid driving licence for use in the UK and access to own transport for work purposes • Ability to deal with a reasonable level of work-related pressure, for example working to tight deadlines, dealing with interruptions and/or conflicting demands 	<p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to use highly developed communication, negotiation, consultation and influencing skills to confidently present complex information in an understandable way tailored to meet the needs of a wide range of audiences and stakeholders • Ability to work independently outside of procedures, making decisions without 	<p><u>Skills</u></p> <ul style="list-style-type: none"> • Able to administer complex projects, assessing and taking account of known risks, able to adapt to changes and problems along the way • Able to write reports, briefing notes and papers relating to repairs and maintenance performance • Able to compile and present data in a clear and professional way • Able to chair contractor meetings and

			<ul style="list-style-type: none"> • Ability to work independently within defined procedures using own judgement and creativity to assess situations, solve straightforward problems and adapt to new ways of working • Ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences 	<p>referring to a supervisor/line manager, where necessary</p> <ul style="list-style-type: none"> • Able to undertake low level site visits to review works or liaise with customers • Ability to check the accuracy of documents produced by junior members of staff • Ability to build productive working relationships with colleagues, partnering contractors and resident groups and can engage others in a credible, persuasive way 	scrutinise/discuss contractor performance
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