

Job Description

Job title	Assistant Contract Manager
Directorate	PLACE : Regeneration, Culture and Environment
Division	HRA Property Services
Range	MPR 4
Reports to	HRA Property Services Operations Manager

Main purpose of the job:

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, compliance and voids work streams

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

- To manage property alteration requests and to liaise with Technical Officers regarding inspections. This could include undertaking site visits as and when required
- To undertake low level inspections relating to minor repairs as and when required.
- To attend estate inspections and big door knocks as and when required.
- To review and administer any extension of time requests received and ensure they are processed in line with contractual requirements and deadlines.
- To work closely with contractors and monitor the quality and quantity of work undertaken, always ensuring contract compliance (including a range of specialist contracts). To utilise specialist computer software to comprehensively administer works' orders.

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- To ensure that pre and post inspection of repairs, compliance, planned works, new builds and voids are carried out to target.
- To ensure that quotes for non-Schedule of Rate works are obtained in line with council procedures.
- To assist with the monitoring of repairs, compliance, planned and capital works budgets and administering invoices as and when required.
- Monitor and manage the no access procedure for repairs, planned and capital works in conjunction with the HRA's RLO.
- To assist the HRA Property Services Coordinator with investigating customer complaints and member enquiries appropriately and within agreed published timescales.
- Attend residents' meetings as required.
- Represent Housing Services at meetings with contractors, consultants, internal teams and services and external peers as and when required.
- Ensure the service is delivered to the highest possible level of standard to tenants and leaseholders, developing partnered principles as appropriate.
- Assist, as necessary, with the preparation, in consultation with budget managers, the monthly monitoring returns for Capital, Planned and Revenue budgets ensuring these are recorded accurately and liaise with the Managers to achieve this.
- To participate in Tenant Participation initiatives in those instances when housing maintenance and improvement is pertinent and to maintain a high profile with residents' groups in a leadership role.
- To assist with the compilation of Leaseholder charges as a result of planned works and section 20.
- Undertake ad hoc site visits as and when required.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

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Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the HRA Property Services Operations Manager.

- The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.
- The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- 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.

Level B (in addition to level A criteria)

- Working towards a Relevant Level 3 Qualification in Housing e.g. CIH Level 3
- Continuing Professional Development (CPD).
- Completion of role specific training as identified in the HRA Property Services training matrix.

Level C (in addition to levels A and B)

Qualifications

- Relevant Level 3 Qualification in Housing e.g. CIH Level 3 Letting

Knowledge

Level A

- 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.

Level B (in addition to level A criteria)

- Working knowledge of monitoring the performance of and working in conjunction with contractors.
- Working knowledge 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.

Level C (in addition to levels A and B)

- Good knowledge of analysing and interpreting complex information and situations demonstrating the ability to develop solutions and plans for the medium term.

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- 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.
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Experience

Level A

- 0-3 Years plus experience working with in a social housing environment
- Experience of working in partnership with Repairs and Maintenance contractors
- Experience of completing Housing admin tasks
- Experience of communicating effectively with social housing residents

Level B (in addition to level A criteria)

- 4-7 years' experience working with in a social housing environment.
- Experience of liaising with contractors and reviewing provided KPI information
- Experience of using housing management systems
- Experience of driving and maintaining service improvements across property services

Level C (in addition to levels A and B)

- 8+ years' experience working with in a social housing property services environment
 - Experience of communicating effectively through a range of methods including, performance reports using numerical data, and briefing papers
 - Experience of reviewing and updating departmental procedures and processes.
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Skills

Level A

- Proficient in the use of Microsoft Office applications
- Full driving valid 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.
- 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.

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Level B (in addition to level A criteria)

- 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 within defined procedures, and work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary
- 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

Level C (in addition to levels A and B)

- 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 scrutinise/discuss contractor performance.