

# Job Description

|                       |                                            |
|-----------------------|--------------------------------------------|
| <b>Job title</b>      | Contracts Officer                          |
| <b>Profession</b>     | Property Maintenance & Technical Assurance |
| <b>Band</b>           | E                                          |
| <b>Directorate</b>    | CCO (Customer)                             |
| <b>Accountable to</b> | Lead Contracts Manager / Contracts Manager |

## Job Purpose:

The role will be the operational day to day lead for technical services servicing and maintenance contracts, ensuring that customers are placed at the heart of our service delivery. Work alongside the relevant Lead Contracts Manager/Contracts Manager and maintain effective day-to-day contractor management through both direct case work and a data led approach.

The role will ensure collaborative culture is followed by the team and manage relationships with both internal and external stakeholders. Ensure that our service is accessible, meets the needs of all customers, is dynamic and is value for money orientated. Ensure that contract management is robust, effective and auditable, and that all operational targets are achieved using data-led service insights to inform decision-making and embedding lessons learned on a continuous basis.

**Financial responsibility:** £2million per annum (project and programme responsibility)

**People responsibility:** No direct or indirect reports

## Autonomy:

Within the broad direction set by the service Lead Contracts Manager/Contracts Manager, this role will be responsible for supporting the Lead Contracts Manager /Contracts Manager with day-to-day operations and must be able to assist with decision making with regards to operations.

## Key Accountabilities:

- Support with management of day to day-to-day operations and contractor management for delivery across both residential and non-residential portfolio.
- Work closely with Property Services colleagues across the different locality regions to deliver a high-standard service that is agile, responsive, and continuously learning.
- As directed by the Lead Contract Manager/Contracts Manager, maintain a working understanding of the relevant contract terms and develop service improvement plans where required.
- Where required, oversee the scheduling and allocation process for surveyor inspections, ensuring that coordinators are maintaining accurate and auditable records, and systems are updated within operational targets.
- Ensure appropriate financial management processes are maintained and value for money is achieved at all times.

- Fully engage in the required management of internal and external stakeholders, ensuring proactive and good quality communication is delivered at all times.
- Oversee customer management processes, ensuring timely and good quality communication is maintained, any specific needs or vulnerabilities are identified at the earliest stage and accommodated for as appropriate.
- Analyse, interpret and present regular Key Performance reports for management team.
- Responsible for management of works in progress (WIP) on a contract basis and ensure performance meets corporate targets.
- Oversee management of aged WIP and any high-profile repairs (e.g. complaints) and support internal teams as required.
- Act as initial point of escalation from internal stakeholders and contractors to ensure risks are mitigated for and follow on actions are completed.
- Oversee management of high-risk cases to prevent escalation to complaints or disrepair process.
- Support the contract management lead, ensuring that operational meetings are scheduled with robust and accurate minutes produced as per contractual terms.
- Support the team with the delivery of servicing programmes, ensuring compliance requirements are met by contractors.
- Manage delivery of actions required from fire risk assessment and HHSRS related surveys by the allocated target date. Ensure auditable processes and records are kept at all times.
- Oversee management of Customer Hub (MS Dynamics) caseload to ensure that cases are actively managed and closed within an appropriate timescale.
- Collaborate with repairs management team and the Customer Service Management Centre to ensure the effective triage repairs, ensuring the accurate allocation of repairs.
- Lead on management of escalating issues, ensuring any risks are mitigated for, the matter is closed sufficiently, and senior management are kept informed.
- Maintain high levels of safe working practices across all compliance activities, property maintenance and improvement services with robust contract management and auditing.
- Support the Lead Contracts Manager/Contracts Manager with the delivery of designated servicing programmes, ensuring compliance requirements are met by all contractors.
- Assist with coordinating access between contractors and customers to ensure compliance checks and maintenance works are completed, including but not limited to arranging keys and programme fobs to be made available where required.
- Proactively partake in operational meetings to support by taking and circulating meeting minutes. Support the Compliance Officer where required with reconciling and managing assets, updating and maintaining compliance management systems and raising works order and invoicing, where necessary.

### General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.

- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

## **Knowledge and Skills:**

### Essential

- Experience working within contractor management, demonstrating an ability to achieve desired outcomes in a high pressure and continuously changing environment.
- Demonstrable experience and knowledge of working in compliance and / or M&E disciplines.
- Excellent communication skills.
- Competent on Microsoft Office packages.
- Ability to meet deadlines and plan and deliver a range of different activities.
- Ability to validate information and demonstrate attention to detail.
- Excellent customer focus.
- Ability to work independently.
- Ability to make decision influencing the contract management delivery of projects and programmes.

### Desirable

- Experience in social housing.
- Experience managing compliance programmes.
- Holistic understanding of statutory obligations.
- Working towards or holding a recognised qualification relating to a specialised compliance area (i.e. gas, electrical or fire), contractor and / or project management.

*This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.*

| Version | Job code | Author       | Date created/modified | Effective date |
|---------|----------|--------------|-----------------------|----------------|
| 1.0     | 4828     | Laura Jones  | 24/03/2025            |                |
| 2.0     | 4828     | Laura Jones  | 27/05/2025            |                |
| 3.0     | 4828     | Tom Jones    | 20/01/2025            |                |
| 4.0     | 4828     | Richard Ward | 08/2026               | 08/2026        |