Job Description

Job title	Contracts Manager - Fire and Security
Profession	Property Maintenance & Technical Assurance
Band	D
Directorate	CCO (Customer)
Accountable to	Lead Contract Manager - Fire and Security

Job Purpose:

The role will manage the delivery of outsourced fire and security cyclical, planned, reactive and small project works. Work with contractors to deliver compliance ensuring a high quality and value for money service is provided. Utilising contractor management expertise and experience, ensure outsourced activities are delivered to SNG specification and standards set out through term contracts and frameworks.

The role will monitor and evidence contractor performance throughout ensuring all regulatory and legislative obligations are met. Responsible for ensuring all financial elements are managed and controlled within agreed budgets.

Financial responsibility: £ 10 million per annum (service and maintenance budget)

People responsibility: up to 6 Direct reports

Autonomy:

Within the broad direction set by the Lead Contract Manager - Fire and Security, this role will have the autonomy to decide how the team operates, resources are deployed and how work gets done. Identify and influence the direction of any larger delivery programmes of works and may manage the delivery of project works.

Key Accountabilities:

- Identify and understand all current statutory legal requirements, guidance, and best practices relating to fire and security systems, ensuring that SNG fully meets its compliance obligations.
- Liaise with and raise any concerns to Asset Safety and Compliance team as required.
- Support the Procurement team as required on procurement exercises to ensure contracts are awarded appropriately and in line with SNG's requirements.
- Lead on the creation and delivery of the reporting of any planned or cyclical programmes and maintenance programmes to ensure compliance and key performance indicators performance.
- Engage with contractors to validate and audit fire door replacements to ensure original work scope has been achieved and that all works have been done in accordance with relevant technical guidance from manufacturers and accreditation bodies.
- Chair and facilitate meetings with contractors. Provide performance reports on contractors against specification and agreed KPI's, intervening where performance dips, initiating improvement where performance requires it.

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- Ensure all contractors are appropriately appointed are qualified and accredited through periodic checks, during the life cycle of the contracts and frameworks.
- Ensure all relevant information is obtained and shared to assist with complaint management and lessons learnt.
- Ensure that SNG asset registers are accurate and maintained.
- Effectively create, manage appropriate budgets, ensuring accurately forecasting of spend.
- Oversee the delivery of associated project work, as and when required providing technical support/direction as and when required.
- Work collaboratively with the Procurement team to procure competent contractors who can provide high quality service and value for money.
- Responsible for driving business effectiveness, creative and innovative solutions to improve customer service and efficiency of delivery.
- Establish, develop and maintain effective working relationships with all work colleagues, contractors and stakeholders to ensure an integrated contribution to SNG corporate objectives.
- Ensure appropriate SNG's policies, procedures and methodologies are suitable and sufficient and reflect the delivery model.
- Attend and support with customer engagement activities, such as customer meetings, as and when required.
- Responsible to deliver the right outcome for our customers in a safe and timely way.
- Promote a positive collaborative culture of fire safety and compliance. Take personal responsibility for escalating any concerns to the Asset Safety Compliance team for consideration and /or investigation.

<u>Leadership</u>

- Manage the Fire and Security team with a focus on articulating a clear vision, providing direction, and fostering a culture of accountability, high performance, and continuous improvement.
- Allocate resources efficiently and effectively within the team, managing workload and priorities.
- Ensure oversight of relevant systems, processes, policies, and resources to ensure that the Fire and Security team provide professional, reliable, and responsive services to the business.
- Implement SNG's corporate plan and objectives within it.
- Promote equality, diversity, and inclusion efforts to ensure an inclusive and supportive work environment in line with SNG's policies and procedures.
- Encourage and support employee wellbeing, engagement, development and mentorship and my performance objectives.
- Take ownership of people related matters and work with the relevant support teams.

<u>General</u>

- Role model SNG's values and leadership behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Proactively promote the Everyone Safe and Well vision and principles, guiding by example to create a positive environment where health, safety and wellbeing are integral values for all colleagues.

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- 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

- Minimum level 3 NVQ or equivalent relating to Fire safety.
- Experience of managing fire safety within a social housing organisation.
- Significant experience managing contractors and a team of staff.
- Significant experience in fire safety and security systems.
- Good understanding of life safety systems including but not limited to emergency lighting, fire alarm systems, sprinkler systems, dry risers and fire dampers.
- Good understanding of access control systems, statutory obligations in big 6 statutory areas and BS 9991:2024.
- Knowledge and understanding of current Fire and Building regulations.
- Good experience with managing large, planned programme maintenance.
- Good working knowledge of Microsoft Office (Word, Excel, Outlook, Etc.).
- Working knowledge of current Health and Safety regulations in CDM regulations.
- Ability to understand legislative documents such as fire risk assessment and asbestos surveys.
- Ability to plan, track and forecast income and expenditure against relevant budgets, to deliver a value for money service whilst taking actions to mitigate any risks
- Excellent communication skills and ability to represent the company in a professional manner.
- Ability to cope with pressure and manage own workload and meet deadlines.
- Ability to lead a team and ensure compliance obligations and terms of contracts are met.
- Willingness to learn, act with integrity and work as a team player.
- Strong people skills, effective communicator with the ability to influence and challenge.

Desirable

- NEBOSH (Fire safety) Certificate. Level 4 NVQ in fire safety or equivalent.
- Membership of professional organisation, IFE, IFSM etc.
- SMSTS, IOSH Managing Safely or NEBOSH General Certificate.
- Prince2 Project Management or similar.

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.

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Version	Job code	Author	Date created/modified	Effective date
1.0	5092	Richard Ward	01/2026	
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