

Job title: Contract Manager

Line manager: Senior Contract Manager

Grade (if applicable): 2

Direct reports: None



Role purpose:

As one of the Contact Managers within the newly formed Repairs Team, you will be a key member of the Contract Management function in the provision of strategic contract administration / management supporting the delivery of Peabody's repairs, maintenance and property services. Working closely with the regional operational teams, you will also support contract administration / management, procurement activities, audit preparation and presentation, risk management, delivery of professional services and contribute to the teams' move from reactive to proactive property services. You will work closely and collaboratively with colleagues and stakeholders across Peabody and externally to drive improvements and offer a first-class service to our customers.

Key results:

The wider Repairs Team is responsible for the delivery of all property services across Peabody, including:

- Day-to-day responsive and major repairs;
- Disrepair; damp, mould & condensation; EHO; professional services and escalated cases;
- Empty Homes / Voids;
- Aids & adaptations;
- Planned Preventative Maintenance and proactive property management;
- Service delivery for repairs managed through the DPS Marketplace;
- Planning for the in-house DLO;
- Professional property related services

As a Contract Manager, you will:

- Support the Senior Contract Manager and operational teams in the strategic contract administration and management of supply chain partners, ensuring KPI's are met, VfM achieved, quality delivered, and satisfaction improved;
- Alongside regional operational teams, be responsible for monitoring and managing the supply chain with special emphasis on the works in progress, liaising with the partners and colleagues to ensure works are completed in target, monitor outcomes and completion targets;
- Ensure any complaints, escalations, or issues identified are resolved by the relevant contractors and monitor their performance; this includes robust identification and management of non-performance to implement improvements;
- Coordinate Core Group contract management activities across services, ensuring necessary requirements are met;
- Develop and maintain cashflow and spend forecasts associated with programmes, to ensure delivery of these programmes are always in line with agreed team and departmental budgets and, protect Peabody's commercial interests and ensure delivery programmes are offering value for money, as well as identifying efficiencies where applicable;
- Act as 'risk champion' for the service, including collating and updating risk registers;
- Support on the preparation, presentation and implementation of various audits and assessment associated with the service;
- Work in conjunction with the wider Repair & Maintenance directorate performance function to improve data quality and insight to support the move from reactive to proactive property management, support regional operational teams to deliver a more efficient and effective service and ensure decisions are data led;
- Coordinate, manage and deliver the various professional services associated with the organisations stock, ensuring Peabody's interests are always protected in terms of Right to Light

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applications, Wayleave Agreements; Residual Rights; Party Wall matters; Scaffold Licences; Third Party Consultations etc.;

- Act as a subject matter expert in terms of procurement activities associated with the service, facilitating procurement exercises alongside delivery teams;
- Ensure value for money, efficiency, and quality of the functions in your area;
- Work alongside customers and colleagues, promoting the service as trustworthy, collaborative, and accountable;
- Input into the development of services through integration, transformation and beyond;
- Deliver a consistently high level of customer service for Peabody customers and increased levels of customer satisfaction. Monitor and analyse customer feedback to identify opportunities for improvement to the service;
- Support the development of a 'one team' culture, ensuring teams are accountable, empowered and motivated to do the right thing;
- Develop and maintain relationships with internal and external stakeholders to always support our customers

Key Results will include:

- Driving and delivering consistent improvement in the team;
- KPI measures are agreed and delivered, working with stakeholders across the group to ensure results are delivered;
- Utilise analysis and evaluation of the work undertaken by the team, to support the delivery of an effective and efficient function, making improvements to services as appropriate;
- Build strong effective relationships with partnering & in-house contractors, external agencies and other departments to ensure services are delivered and maintained at agreed levels;
- Build networks across departments and directorates to enhance understanding of the drivers of service failure, providing examples and oversight of service failure in a supportive manner;
- Investigate and respond to all relevant complaints ensuring that timescales are met, and lessons learned to improve services. Working closely with the Customer Relations Team and the Customer Experience Team to ensure that cases and complaints are handled effectively;
- Liaise closely with all parts of the business ensuring you embody the value of working collaboratively;
- Participate in the reviewing and improvement of Policies, Procedures and IT systems to make services more efficient and effective;
- Ensure that staff comply with all group policies, regulatory responsibilities, and standards at all times, taking necessary action where there are any breaches or issues;

Success metrics:

- Improved customer satisfaction across the service;
- High levels of satisfaction with repairs delivered across contracts;
- Enhanced efficiencies and improved value for money across contracts;
- Improved efficiency in the delivery of services;
- Excellent stakeholder and partnership relations;
- Robust and effective contract management principles and procedures, standardised across regions;
- Effective use of data and insight to support more proactive service delivery and data driven decisions;
- Close and effective risk management and mitigation;
- Positive audit outcomes and delivery of audit actions within agreed timescales;
- Adherence to all regulatory requirements

About you:

You will be:

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- An experienced contract manager with excellent communication, negotiation and collaboration skills, which generates confidence and respect with a wide variety of audiences;
- Able to build and maintain professional relationships at all levels, to ensure an effective and efficient service for our customers;
- Meticulous, organised and data driven;
- A collaborative team player, who puts the interests of the organisation and its customer first;
- A customer service champion with the passion and drive for excellent customer service

You will have:

- Good commercial awareness with knowledge of budget management and planning;
- Good understanding of contracts and the principles of effective contract administration;
- Proven experience of managing risk;
- Awareness of procurement legislation;
- Experience preparing and delivering persuasive, high quality, written and verbal reports and presentations within the organisation up to Executive and committee level and externally as well as ability to write, disseminate and assess detailed technical reports;
- Excellent time management skills with ability to prioritise own workload, deal with conflicting demands and meet tight deadlines;
- Experience in building pathology, and specific experience of building maintenance;
- Up to date knowledge of Health & Safety and other legislation relevant to the role;
- Ability to work independently, exercising good initiative and judgement;
- Proven project and contractor management skills;
- Excellent written and verbal communication skills;
- Proven time management and prioritisation skills;
- Be able to work collaboratively with all parts of the business, representing the team and taking a balanced view, prioritising what is best for the business and our customers;
- Effective, networking, negotiation and influencing and stakeholder management skills;
- Strong commitment to the principles of equality, diversity and inclusion

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