

Job title: Assistant Contract Manager

Line manager: Contract Manager

Grade *(if applicable)*: 3

Direct reports: N/a



Role purpose:

The Assistant Contract Manager supports Contract Managers by providing oversight and administration of external contracts related to repairs and void services. This role ensures swift resolution of contractor issues, enhances the efficiency and continuity of contractor relationships, helping to minimise underperformance. Reporting directly to a Contractor Manager, the Assistant Contract Manager provides support in relation to performance monitoring and financial oversight, ensuring that all contractual agreements provide maximum value for money and align with Peabody's strategic goals.

Key results:

- Support the Contract Manager in overseeing the administration and performance of the responsive repairs, voids and major works contracts.
- Monitor and evaluate contractor performance, ensuring services are delivered to agreed KPIs, quality standards, and within budget.
- Ensure contracts comply with relevant laws, regulations, and health and safety standards.
- Agree variations and assist the commercial teams at month end processing with queries.
- Assist in gathering information for procurement activities, audit preparation, risk management and process improvements.
- Facilitate effective communication between contractors and internal stakeholders, ensuring that any operational issues are swiftly resolved.
- Ensure that contract administration processes are streamlined and well-documented, facilitating clear communication and accountability between contractors and Peabody.
- Prepare comprehensive reports on contract performance, including financial metrics, compliance with SLAs, and recommendations for contract adjustments or renewals.

Success metrics:

Consistent contractor adherence to contractual terms and achievement of service level targets, as demonstrated by regular performance reviews and audit results.

High-quality, timely reporting on contract performance metrics, enabling informed decision-making and continuous improvement initiatives.

Positive feedback from stakeholders regarding the clarity, responsiveness, and effectiveness of contract management support.

About you:

You will be:

Proactive, adaptable, and commercially minded, committed to ensuring that contractual arrangements consistently deliver high-quality, cost-effective services for Peabody.

A clear and effective communicator, able to ensure productive engagement with both internal teams and external stakeholders to ensure seamless service delivery.

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A detail-orientated problem solver who works collaboratively to resolve issues as they arise.

A customer service champion with the passion and drive for excellent customer service.

You will have:

Proven experience in contract administration, ideally within a repairs environment, with experience supporting complex contractor relationships to maintain a high quality service and compliance with service level agreements.

Good attention to detail and analytical skills, enabling you to manage performance information and identify opportunities.

Understanding of performance monitoring and management, with the experience to translate findings to inform decision-making.

A customer focused attitude with the flexibility to interact effectively with colleagues and external stakeholders.

Excellent problem-solving skills and the ability to work efficiently under pressure to meet tight deadlines.

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