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Job Description

Senior Contracts officer

All criteria are **Essential** unless indicated otherwise

Responsible to: Head of Planned Maintenance and Compliancy

Responsible for: Contracts Officers X3

Overview:

Assist the Head of Planned Maintenance and Compliancy on the delivery of Barcud's Planned Maintenance and Compliance programmes through robust contract management that enables Barcud to meet its Regulatory responsibilities, business objectives and the needs of its Residents.

Key Responsibilities –

Contract Management:

- Oversee the delivery of a customer-focused planned maintenance & compliancy service to Barcud's residents and leaseholders.
- Oversee the management, monitoring and performance of contracts and providers undertaking planned maintenance & compliancy activities for Barcud, ensuring that a high-quality service is delivered consistently and Value for Money obtained throughout.
- Develop and implement Barcud's Planned Maintenance & Compliancy programmes including the tendering of works packages.
- Assist in developing and implementing policy and procedures related to planned maintenance and compliancy including the production of specifications.
- Oversee the budgets and risks of planned and compliancy programmes.
- Obtain all necessary approvals for proposed planned and compliancy programmes of work, such as CDM, Planning & Building Regulations.
- Provide technical advice on building and compliancy matters based on the context of the Association's stock.

- Oversee the delivery of a rolling programme of stock condition and WHQS2 surveys, ensuring that condition information held is accurate and complete.
- Oversee Barcud's Fire Risk Assessment (FRA) & Fire Door Inspection (FDI) programmes ensuring they are completed in accordance with current Legislation. Ensure remedial actions are completed in accordance with the assessments.
- Oversee the grounds maintenance contract including the management of tree safety and associated cyclical maintenance programmes.
- Oversee other planned and compliancy contracts as directed by the Head of Planned Maintenance & Compliancy/Director of Development & Asset Management
- Assist in the ensuring that Barcud's properties are safe and fit for Human Habitation by managing works connected to H & S
- Provide technical, compliancy & H&S advice related to Barcud's housing portfolio to colleagues across Barcud.
- Oversee the handling of tenant enquiries related to planned maintenance & compliancy ensuring information is clearly disseminated.
- Consult with residents on planned maintenance and compliancy programmes.
- Undertake Section 20 Consultations for major planned & compliancy works
- Authorise expenditure in accordance with Standing Orders, Financial Regulations and Delegated Authorities

People:

- Lead, supervise and motivate designated staff team to ensure that planned & Compliancy services are delivered in a timely and customer-focused manner.
- Carry out staff supervision including regular 1-1 meetings, Employee Development Reviews etc.
- Provide support, coaching and mentoring to designated staff, identifying training and developmental needs, and ensuring that plans are put in place to address these.
- Promote a high-performance culture that drives continuous improvement and efficiencies.
- Communicate the priorities, plans, vision and objectives of the Association to ensure effective delivery to the agreed service standards and targets.

Corporate

- Promote, develop and manage effective partnerships with internal and external stakeholders to achieve continuous improvement in the provision of services.

- Promote Health and Wellbeing initiatives throughout the organisation.
- Provide excellent customer service to all internal and external customers.
- Work within the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
- Ensure that the Association and its employees comply with all legal, statutory and regulatory requirements along with best practice.
- In all aspects of the Association's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
- Carry out such other duties and responsibilities as may reasonably be requested.
This job description is not intended to be an exhaustive list and in view of changing demands, legislation, and regulations, the duties may be reviewed and revised as deemed reasonable and appropriate.

Name:

Signature:

Date:



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Personal Specification

Senior Contracts Officer

This person specification details the experience and skills for the position of Senior Contracts Officer at Barcud. All skills and experience are essential except where explicitly indicated to be desirable (D).

Qualifications

- HND in Building Studies or Construction Management or equivalent building related qualification.
- Membership of relevant professional body. (D)
- Educated to A level standard or equivalent.
- Evidence of continually developing professional knowledge.

Experience

- Delivery of Planned and Cyclical Maintenance programmes.
- Experience in a leadership role, for example leading Planned Maintenance project teams.
- Managing a team of staff and carrying out supervisory responsibilities. (D)
- Experience of managing team performance. (D)
- Overseeing and devising work specifications.
- Overseeing the handling of customer / tenant enquiries.
- Monitoring the work of service providers and resolving issues of poor performance.
- Analysing problems and devising effective solutions.
- Procuring the services of providers for Planned and Cyclical Maintenance programmes.
- Public sector or Housing Association experience. (D)

Skills / Knowledge

- Thorough understanding of legalisation and regulations relating to Planned and Cyclical Maintenance as well as service contracts.
- Knowledge of Health & Safety, including asbestos management.
- Understanding of building construction techniques.

- Knowledge of the requirements of technical standards related to residential stock condition.
- Able to produce comprehensive quality reporting for effective decision making.
- Willing to learn Welsh to ALTE level 3 within 2 years (if not already a Welsh speaker).
- Ability to deliver results to tight deadlines under pressure.
- Excellent IT skills.
- Ability to lead and manage staff.
- Sound numerical, reasoning and written communication skills.
- Able to set appropriate and challenging performance targets for own team and self.
- Ability to promote equality and diversity in all aspects of employment and service delivery.