

Assistant Contracts Manager

Job Description

Pod: Property

Stem: Repairs

Reports to: Repairs and Voids Manager

Direct reports: None



Our Property Pod is a hive of activity, responsible for delivering a range of services through our Home Safety, Asset Management and Responsive Repairs and Empty Homes teams. You will provide support to teams delivering the full range of works but will have a focus on the Responsive Repairs and Empty Homes contract. Every day brings its unique set of challenges which need effective contract management and logical decision-making skills to resolve.

Key Responsibilities

- Supporting the Repairs Manager in day-to-day contract management and administration.
- Coordinating resources and assisting in case management and reporting (e.g., legal disrepair, insurance works, damp, mould, condensation).
- Tracking complaints issued to the pod.
- Producing monthly repair and empty homes cash flow forecasts and expenditure reports.
- Monitoring and reviewing repair and empty home performance.
- Liaising with utility companies for empty homes readiness.
- Acting as point of contact for contractors and consultants.
- Participating in out-of-hours rota for emergency support and site attendance.
- Leading contract administration and coordination of empty home delivery.
- Reporting performance to senior managers and stakeholders.
- Supporting procurement and minor works tenders.
- Reconciling valuations and reviewing invoices.
- Assisting in contractual disputes and extensions of time.
- Providing general contract support across the Property Pod.

Our Essentials

- Commitment to Red Kite's vision, mission, and values.
- Pursuit of excellence in operational delivery.
- Great customer service approach.
- Monitoring complaints and implementing lessons learned.
- Experience in responsive repairs and empty homes refurbishment.
- Experience in social housing or similar.
- Focus on best value services and continuous improvement.

Added Extras

- Participation in emergency response (fires, floods, etc.).
- Leading small-scale procurements.
- Designing and preparing specifications for tenders.
- Working with utility companies to ensure timely service setup.
- Translating good practice into improved service delivery.

Qualifications

- Valid SMSTS (Site Management Safety Training Scheme) certification or willingness to obtain post-probation.

Skills & Experience

- Strong planning, coordination, negotiation, and dispute resolution skills.
- Excellent verbal and written communication.
- IT literacy (Word, Outlook, Excel, PowerPoint).
- Budget management and value-for-money focus.
- Attention to detail.
- Independent problem-solving.
- High personal drive.
- Flexibility and openness to change.
- Team player with good self-awareness.
- Service improvement mindset.
- Understanding of social housing best practices.
- Contract management principles in repairs and empty homes.