



## **Contracts Specialist**

### **Reports to: Commercial Manager**

You will be a key member of the commercial team delivering excellent value for money services to our existing and future customers. Your astute contract management skills will be key to ensuring that our partners deliver services in line with their contractual commitments and our expectations. Our range of contracts for communal services is expanding and includes estate services for grounds maintenance, cleaning, pests and energy, together with asset management and other operational contracts. You'll be working closely with our tenants and leaseholders putting them at the heart of everything you do with the aim of achieving excellent customer satisfaction.

### **What we need you to do:**

- Performing the role of the Contract Administrator, ensure that our contractors deliver services in line with contractual obligations
- Comply with financial standing orders and manage contractual spend so that costs can be identified easily and recovered through service charges
- Manage contract management processes to minimize exposure to risk
- Work with colleagues across the commercial team to ensure that contract variations are managed in a way that ensures compliance with leasehold consultation requirements under the Landlord and Tenant Act 1985
- Develop tenant led internal control and audit systems in order to monitor contractor performance taking action where necessary
- Develop and implement contract management policy and procedures
- Research and implement best practice contract management processes
- Work with colleagues to procure new contracts at the appropriate time and deliver a seamless service to customers
- Develop quotation and tender documentation in conjunction with the Commercial Manager, operational managers and technical staff advising on contract terms to be included
- Working with colleagues on the appraisal and evaluation of bids through the Procurement Group ensuring financial and qualitative measures are considered
- Work with the Commercial Manager to harmonise contractual terms across the business
- In conjunction with relevant technical staff and the Procurement Group, participate in the negotiation of contract extension and variations to contracts
- Ensure we are at the forefront of good practice in the sector by promoting best practice to colleagues, partners, tenants and leaseholders
- Maintain a knowledge of the markets which you are working in, specifically identifying any opportunities or threats approaching in advance.
- Act as the contract management champion for the organisation



- Ensure we build effective relationships which reflect our values of partnership, respect and pride.
- Be flexible and respond to the changing demands of our customers and the business which may include attending evening or weekend meetings as and when required
- From time to time carry out spot checks and attend estate inspections as appropriate to establish compliance with the terms of estate services contracts
- Embrace opportunities that arise within a growing area of the business

**What you are responsible for:**

- Taking action where a breach of contract has occurred
- Successfully mobilising new contracts and demobilising contracts coming to an end
- Ensuring the contractors adopt safe working practices and hold the appropriate accreditation for the services they are delivering
- Maintaining a central contacts database and library
- Ensuring that detailed records of expenditure are maintained for audit, quality, price control and benchmarking purposes
- Reporting on progress against KPIs and agreed targets to demonstrate continuous improvement

**Where you have come from:**

- A business or organisation where you have gained experience of contract management in the social housing, construction or public sector
- A role where you successfully ensured the delivery of excellent value for money customer focused services by contractors.
- Ideally a place where you worked closely with tenants and leaseholders.
- A role where you have had experience and knowledge of different forms of contracts e.g. JCT, NEC, PPC, MTC.
- A role where you have developed and implemented your organisation's contract management processes
- A service delivery environment where you have been committed to promoting equality and diversity.

**What our teams will see in you:**

- A person with a thorough understanding of current contract management practice and a good understanding of the property management sector
- Someone who is confident challenging decisions for example where there may be areas of potential waste
- Someone who understands the value of contract management particularly in a regulated or publically funded environment

**Partnership • Respect • Pride**  
**Excellent services for you and your community**



- A person with excellent team skills which contribute to the team achieving its goals
- A strong communicator with good negotiating and dispute resolution skills
- Someone with boundless enthusiasm and a 'can do' attitude who is excited about taking the initiative

**As a person, you will have:**

- Knowledge of contract law
- Knowledge of health and safety regulations
- Experience of policy and procedure development and implementation
- Knowledge of public sector tendering procedures and processes
- Education to degree level or equivalent experience
- Strong project management skills
- Analytical and numerical skills
- An ability to think creatively and develop innovative solutions
- Good IT skills particularly in the use of MS Project, MS Word, MS Excel, MS PowerPoint, MS Outlook,
- Ability to lead by example and personally demonstrate organisational values and expected behaviours
- The ability to work on your own when needed
- Committed to developing your own learning
- A desire and willingness to look at doing things differently so that our tenants and leaseholders receive world leading services
- Access to a car, a valid driving licence and appropriate insurance