

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Contract Manager	Grade:	PO7
Reports to (Designation)	Stock Investment Manager	Grade:	SM1
:			
Directorate:	Housing (Quality and Investment)	Section	Stock Investment & Asset Management
		:	

Main Purpose of the job:

1. As a Contract Manager, you will be responsible for the delivery of your allocated Planned or Major Works improvement project/s. Projects can include a range of works to any of London Borough of Lewisham's (LBL) Housing stock, from internal upgrades to communal and external enveloping works (including Health & Safety remediations) and Energy Efficiency works.
2. You will lead the delivery of allocated projects from inception (including procurement, where needed) through to completion. In delivering this role, you will be supported by your line manager - Stock Investment Manager, a Commercial Team and wider colleagues which includes a team of administrators. You will be expected to work closely with internal and external stakeholders to deliver high-level, cost-effective projects in compliance with LBL's policies and procedures.
3. You will be responsible for delivering project objectives, evidenced by regular Key Performance Indicators, including, delivering within budget, programme, Health and Safety good practice and high levels of resident satisfaction.

The post-holder will, from time to time, be expected to deputise for Stock Investment Managers and will demonstrate their ability to operate with minimal supervision including taking full responsibility for their own decisions.

Key responsibilities:

- Provide expert Contract Management skills across all contracts and projects for the benefit of LBL. Works include but are not limited to planned, cyclical, fire compartmentation, special projects, cladding replacement projects and refurbishment works, working with external Contractors and Consultants, including but not exclusively, internal stakeholders and customers.
- Working with the Procurement Team and the Stock Investment Manager, to procure contractors/consultants ensuring that tender and contractual documents contain all details as required by LBL. Make sure that requirements for deliverables, materials and workmanship are incorporated into all specifications and procurement plans.

- Provide formal briefs, specifications, consultation, engagement and communication plans for interacting with all stakeholders
- Understand the provisions of relevant legislation and in particular the Construction Design Management Regulations 2015 and The Building Safety 2022, which respectively covers the management of Health & Safety in Construction and introduces the duties of Principal Designers for Higher Risk Buildings. Ensure appointment of relevant parties, providing pre-construction information where requested by the Principal Designer.
- Ensure that buildings and project works conform to the latest Building Regulations, technical standards and good practice.
- Provide practical advice in order to solve technical problems, including evaluating materials and components that offer our residents and buildings good performance, and value for money, taking into account lifecycles.
- Organise and be the key facilitator of regular progress meetings with contractor and/or consultants during project works. Ensuring that relevant KPI's budget and spend, risk management and barriers to delivery are regularly reviewed to ensure a timely delivery of each project. Escalate to the Stock Investment Manager, any concerns, delays monetary forecasts under and overspends.
- Ensure that non-statutory and statutory resident consultation is carried out for all projects as required, with provision where relevant for meetings outside of normal working hours.
- Lead and enable a robust liaison within the SIAM team working with other members of the LBL who may be required to assist in the procurement, development and implementation of individual projects.
- Be responsible for notifying the Home Ownership Services (HOS) team of major works and ensuring that the correct process is followed to ensure that project costs are recovered in-line with the lease.
- Ensuring that correct information is provided to the HOS team in order to carry out statutory notifications of projects in a timely manner and in accordance with LBL processes.

Generic responsibilities

- Maintain excellent customer service in all areas of work and lead and manage consultation with all stakeholders.
- Take responsibility for own learning and development
- Actively promote the work of LBL and participate fully and effectively in team working and contribute to a culture of continuous learning and performance improvement.
- Comply with all LBL policies, including contractual standing orders, financial regulations and all HR policies and procedures including Health & Safety and Equality & Diversity
- To use a flexible and engaging coaching style of management to support and develop colleagues for the benefit of the individual, service and organisation

This job description is not exclusive or exhaustive. It is intended as an outline indication of the areas of activity and can be amended in the light of the changing needs of the organisation

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

PERSON SPECIFICATION

JOB TITLE: Contract Manager

POST NO:

DEPARTMENT: Housing

GRADE: PO7

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community **S**

Understanding of how equality and diversity relates to this post **S**

Knowledge

Preferably educated to HNC/HND/Degree level or equivalent **S**

Knowledge of regulations, and procurement laws **S**

NEBOSH Construction Certificate

Aptitude

Possess Strong interpersonal skills to liaise with contractors, clients, and stakeholders. **S**

Experience

Experience of working in a similar environment (Social Housing sector) **S**

Understand the current challenges faced by a social housing provider, within the context of the role applied for **S**

Minimum of five years progressive responsibility with quantifiable results in contract negotiation, administration and/or management

Ability to meet project objectives within designated constraints. **S**

Ability to assess project feasibility, conduct risk analysis, and optimise resources **S**

Experience of managing and prioritising your own workload in a high-pressured environment
S

Experience of working collaboratively with other departments, partners, and stakeholders
S

Experience of using Microsoft Office and other computer systems to a high-level
S

Experience of working to deadlines and achieving targets through own work and work driven through teams
S

Draft, evaluate, negotiate and execute contracts
S

Implemented/part of a team who implemented new database/systems

Experience of Pre-Qualification and tendering process for several multi discipline projects

Experience of compiling and presenting reports
S

Working with a range of contractors
S

Skills & Knowledge

Proficient use of Microsoft office suite with Intermediate or advanced Excel skills
S

Excellent written and verbal skills
S

Knowledge of Building Safety and Compliance
S

Able to engage with and motivate others
S

Knowledge of Lean and business improvement technique
S

Personal Qualities

Ability to work under pressure and meet deadlines while maintaining high standards of quality and compliance.
S

Attention to detail and a commitment to high quality work.
S

A proactive approach with a focus on continuous improvement.
S

Ability to work as part of a team and build strong working relationships.
S

Internal Contacts: Repairs, Compliance, Stock investment and Asset Management, Building Safety, Housing Management, Environments, Homeownership Team, Income, Temporary accommodation, Legal, Finance, IT

External Contacts: Third party contractors, Residents, Legal teams, Procurement/Frameworks, Suppliers

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Council's appraisal system and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

DBS Disclosure Required? No Basic Enhanced

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally, candidates must meet the standard Lewisham requirements for the post