

Job Title	Contract Manager (Planned Investment)	Department & Team	Asset Management
Reporting to	Head of Asset Management	Responsible for	In-house Electrician
Working Environment	Agile Working	Date Job Description Agreed/Updated	August 2022
Role Purpose	<ul style="list-style-type: none"><li>• To proactively lead the operational services, delivery and management of contracts and supplier performance for all investment services.</li><li>• To ensure that the Asset Management Team are continually updated and made aware of the current and future obligations placed upon them by all asset relevant statutory and regulatory bodies.</li><li>• To ensure all contract documentation and records are accurately completed, stored and updated.</li><li>• To report on performance of the contracts to management</li><li>• To drive contractor performance to ensure that planned investment works are delivered on time, to budget and with the maximum VFM and customer satisfaction possible.</li></ul>		
Key Accountabilities, Duties, Responsibilities, Including Key Areas of Decision Making			
Supporting and Enabling	<ul style="list-style-type: none"><li>• Support the Head of Asset Management to ensure contractors are delivering our major works projects in line with contractual requirements.</li><li>• Champion a culture of continuous improvement with ensuring innovative and effective management controls and practices are adhered to at all time, by all team members.</li><li>• Assist the Head of Asset Management in undertaking the role of Principal Designer on all applicable contracts and provide regular updates to the Asset Management Director for audit purposes.</li></ul>		
Customer Focus	<ul style="list-style-type: none"><li>• Lead and expand existing customer groups to ensure that as many customers as possible are involved in setting standards and in the assessment of service delivery through regular interaction and participation to achieve high levels of satisfaction.</li><li>• Manage the performance of all contractors/suppliers in relation to property related investment and electrical works, and advise other team members, to take appropriate action to minimise the risk to The Pioneer Group and its customers.</li><li>• Dedicated to doing the right thing, acting morally and exercising good judgement and acting with integrity. To adopt a no blame culture and actively drive innovation in service delivery.</li></ul>		

<b>Working with others</b>	<ul style="list-style-type: none"> <li>• Work across teams and with a wide range of internal and external colleagues to ensure that asset related work is effectively and efficiently delivered.</li> <li>• Liaise with legal and operational colleagues to ensure that timely access can be gained to all properties, such that the Group fully achieves its legal and regulatory requirements.</li> <li>• Work with outside agencies and other housing landlords to share and enhance best practice relevant to the adherence to all property-related statutory and regulatory requirements.</li> <li>• Work with other Asset Management Team members to ensure The Pioneer Group is efficiently and effectively achieving department objectives</li> </ul>
<b>Delivering and Managing Services</b>	<ul style="list-style-type: none"> <li>• Provide clear and concise reporting mechanisms, so that compliance can be robustly challenged and appropriately and timely improvements/alterations to working practices can be implemented.</li> <li>• Ensure that all asset/property related compliance issues are appropriately undertaken, recorded and monitoring procedures are in place for the inspection and robust challenge of any internal or external audit exercise.</li> <li>• Undertake regular performance audits of all property-related statutory and regulatory obligations, across the Asset Management Team, and report findings and recommendations for improvement to the Head of Asset Management.</li> <li>• Recommend areas for improvement and advise the Head of Asset Management on current best practice that delivers efficient and effective compliance service</li> <li>• Ensure there are early warnings signs for any non-compliance issues that may arise from time to time, and recommend corrective action to the Head of Asset Management</li> </ul>
<b>Managing and Developing Self</b>	<ul style="list-style-type: none"> <li>• Maintain the highest standards of personal and professional integrity and conduct.</li> <li>• Keep abreast of new developments in Asset Management and evaluate the feasibility of any new approaches.</li> <li>• Undertake learning and development activities, including regular attendance at training events and conferences</li> <li>• Actively participate in regular supervision sessions with line manager and in the Group's Performance Review scheme.</li> <li>• Ensure that all requirements of equality, diversity and inclusion are met, and that Asset Management staff behaviours and attitudes reflect this commitment.</li> </ul>

<b>Managing and Developing Others</b>	<ul style="list-style-type: none"> <li>• Lead and report back to all team members via regular contractual progress meetings on the current status of investment and electrical works of the Asset Management Team.</li> <li>• Provide effective and timely technical advice relating to compliance issues and advise on best practice operations to ensure all team members contribute positively to the property related compliance issues.</li> <li>• Provide training and regular updates to fellow team members within Asset Management relating to property-related investment and electrical works.</li> <li>• To manage and develop electrician, and carryout regular supervisions and annual performance reviews.</li> <li>• To maintain quality &amp; compliance of the day-to-day work of the business. Manage the in-house Electrician and have understanding and responsibility for statutory requirements.</li> </ul>
<b>Financial Management and Control</b>	<ul style="list-style-type: none"> <li>• Ensure the most effective (and legally compliant) procurement methods are used and which maximise VFM and ensure that the Group is able to fully deliver on its commitments.</li> <li>• Prepare robust and commercially focussed specifications, tender documents and contract papers to deliver VFM works and services contracts.</li> <li>• Calculates the risks when committing to a major project - develops deep understanding of the issues, options and consequences. Recognise the consequences of key information. Proactively manage budgets and resource allocations to align with business needs.</li> </ul>
<b>Administration, IT and Data Management</b>	<ul style="list-style-type: none"> <li>• Organise and report on the appropriate pre and post inspection and monitoring of work undertaken by contractors, to ensure adherence to specification and compliance with the contract.</li> <li>• Ensure relevant organisational policies and procedures are fit for purpose, robust and adhered to by all Asset Management Team members.</li> <li>• Review working practices on a regular basis ensuring continuous improvement and a high level of service to our customers.</li> <li>• Good IT skills, ability to use MS Word &amp; Excel.</li> </ul>
<b>Legal and Regulatory Compliance</b>	<ul style="list-style-type: none"> <li>• Challenge existing business operations, and work with the Head of Asset Management to implement new and effective working practices to ensure The Pioneer Group is fully compliant with all its property-related statutory and regulatory responsibilities in relation to Asset management.</li> </ul>

<p><b>Health &amp; Safety</b></p>	<ul style="list-style-type: none"> <li>• Produce regular reports as directed by the Head of Asset Management to clearly demonstrate The Pioneer Group's adherence to all its asset related statutory and regulatory obligations.</li> <li>• Keep up to date with current and future proposed changes to property related statutory and regulatory obligations relevant to The Pioneer Group.</li> <li>• Ensure the Group undertakes property investment works that comply with legislation and health and safety and best practice requirements, to protect the Group from litigation.</li> <li>• Ensure that appropriate risk assessments and safe working method statements are prepared and adopted by contractors providing services to the Group.</li> <li>• Understanding of current Health &amp; Safety legislation and promotion of same. Promote Environmental, Quality and Compliance agendas within the Asset team.</li> </ul>				
<p><b>NB:</b> This job description is not intended to be a full list of every task or area of work; its aim is to give a broad representation of the role. Other duties, tasks and requirements may be made of the post-holder broadly consistent with those described and/or to meet The Pioneer Group's aims and objectives. Post-holders will however only be asked to carry out reasonable tasks and duties.</p>					
<p><b>Knowledge, Skills, Abilities and Experience</b></p>					
<p><b>Essential</b></p>	<table border="1"> <thead> <tr> <th data-bbox="654 1035 1149 1073">Experience</th><th data-bbox="1149 1035 1385 1073">Tested By:</th></tr> </thead> <tbody> <tr> <td data-bbox="654 1073 1149 1835"> <ul style="list-style-type: none"> <li>• Management experience within the social housing, construction or property sector, including contract management and planned investment and maintenance</li> <li>• Experience of specifying, tendering and successfully managing responsive and cyclical maintenance contracts</li> <li>• Experience in the use of schedule of rates (SoR) and responsive and cyclical maintenance scheduling software</li> <li>• Experience of budget development, management of costs to target and long term financial and programme planning generally.</li> <li>• Proven track record of cost control delivered through effective supplier management.</li> </ul> </td><td data-bbox="1149 1073 1385 1835"> <p>Application, Qualifications, Interview</p> </td></tr> </tbody> </table>	Experience	Tested By:	<ul style="list-style-type: none"> <li>• Management experience within the social housing, construction or property sector, including contract management and planned investment and maintenance</li> <li>• Experience of specifying, tendering and successfully managing responsive and cyclical maintenance contracts</li> <li>• Experience in the use of schedule of rates (SoR) and responsive and cyclical maintenance scheduling software</li> <li>• Experience of budget development, management of costs to target and long term financial and programme planning generally.</li> <li>• Proven track record of cost control delivered through effective supplier management.</li> </ul>	<p>Application, Qualifications, Interview</p>
Experience	Tested By:				
<ul style="list-style-type: none"> <li>• Management experience within the social housing, construction or property sector, including contract management and planned investment and maintenance</li> <li>• Experience of specifying, tendering and successfully managing responsive and cyclical maintenance contracts</li> <li>• Experience in the use of schedule of rates (SoR) and responsive and cyclical maintenance scheduling software</li> <li>• Experience of budget development, management of costs to target and long term financial and programme planning generally.</li> <li>• Proven track record of cost control delivered through effective supplier management.</li> </ul>	<p>Application, Qualifications, Interview</p>				



	<ul style="list-style-type: none"> <li>• Broad experience in managing a range of asset management IT based systems.</li> <li>• Working in a high quality and high performing organisation.</li> </ul>	
	<b>Skills and Abilities</b> <ul style="list-style-type: none"> <li>• Strong leadership skills with a focus on performance and customer service, combined with an open, inclusive style.</li> <li>• Ability to understand and analyse complex issues and develop appropriate strategies and solutions.</li> <li>• Strong interpersonal skills to enable effective liaison with internal and external colleagues and partners</li> <li>• Ability to use IT based systems for programme delivery, data analysis, budgetary, business reporting and project management requirements</li> <li>• Strong numerical and analytical skills</li> <li>• Strong all round business and commercial acumen</li> <li>• Strong project management skills</li> <li>• Ability to innovate by conceiving and/or implementing new services or improvements to existing services</li> <li>• First class influencing skills with a strong focus on customer service results and delivery</li> <li>• Excellent interpersonal, listening and communication skills (oral and written).</li> </ul>	Application, Qualifications, Interview
	<b>Knowledge</b> <ul style="list-style-type: none"> <li>• Good knowledge of building construction and a broad understanding of asset management services</li> <li>• Good understanding of relevant asset management and health and safety legislation and regulation and ability to translate these into working practices</li> <li>• Good understanding of modern methods of procurement</li> </ul>	Application, Qualifications, Interview

	<ul style="list-style-type: none"> <li>• Good understanding of commercial risk and risk management strategies</li> <li>• Good understanding of performance management and service improvement measures (including external benchmarks) and know how to develop and manage a framework appropriate to asset management services</li> </ul>	
	<b>Qualifications</b> <ul style="list-style-type: none"> <li>• Preferred but not essential - Relevant professional qualification HNC Building Studies of recognised H&amp;S qualification</li> <li>• Significant experience of working in a similar field.</li> <li>• Willingness to work towards recognised H&amp;S qualification, IOSH or similar.</li> </ul>	Application, Qualifications
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Experience of managing contracts and refurbishment projects</li> <li>• Formal Apprenticeship or Training / Experience</li> </ul>	<b>Tested by:</b> Interview, Application
<b>Our Values</b>		
Post-holders are expected to work in accordance with the below Pioneer Group core value behaviours and Pioneer Group policies and guidelines in relation to equality and diversity.		
<b>#COMMUNITY</b>	<ul style="list-style-type: none"> <li>• Consistently do our best for our tenants and residents</li> <li>• Listen to what matters most to our tenants and communities and act on what we hear</li> <li>• Be ambitious for ourselves and for the people in our communities</li> </ul>	
<b>#RESPECT</b>	<ul style="list-style-type: none"> <li>• Take organisational and personal responsibility</li> <li>• Be helpful and kind</li> <li>• Embrace and celebrate diversity</li> </ul>	
<b>#EMPOWER</b>	<ul style="list-style-type: none"> <li>• Invest in colleagues and people to be the best they can be</li> <li>• Build trust by being humble and honest</li> <li>• Create confidence and capacity in our communities</li> </ul>	

## #BETTERTOGETHER

- Find the best most inclusive way to make things better
- Make the most of our resources to make positive impact and think carefully about every penny we spend
- Work smart/hard and enjoy what we do

*The values have been added to ensure that our values are known and understood from the moment a candidate reads the job description and person spec and throughout their time within the company when referring back to their JD. Nothing needs to be amended with the values section.*