

Role Profile

Role Title: Foul Water Treatment Contract Manager

Business Area: Customer Services

Department/Team: Estate Services

Reports to: Head of Estate Services

Direct Reports and span of control: Team Supervisor, Daily routine, cyclical and reactive contractual management duties.

Dimensions (budget holder, level of contract/systems etc responsibility): Client Contract manager, customer and contractor relationship manager, client representative, ROCC job system management, job loading and budget reconciliation and client Health & Safety management.

Created/Reviewed date: July 2024

Role Purpose

The Aster Property Senior Management Team provides overall leadership of the property maintenance company through the operation of a team of experienced, skilled, flexible and adaptable Heads of Services and Contract Managers. The Foul Water Treatment Contract Manager will hold the business portfolio for all Sewage Treatment, Pumping stations, and Septic tanks across all geographical areas of the business. From time to time both job responsibilities and business portfolios will be reviewed and amended to reflect changed business needs.

The Foul Water Treatment Contract Manager will be based working from home but will be expected to travel when required to site occasionally and to regional offices when required. They will hold responsibility to deliver all cyclical programmes, maintenance works, reactive repairs in the most efficient way possible through a flexible approach to the use of all resources available.

Key Accountabilities

Complexity:

The portfolio of this role includes the following areas:

- Sewage Treatment Plants
- Sewage Pumping Stations
- Sewage Septic tanks
- All associated plant compounds and discharge points

Promote and deliver a “Safety First” culture ensuring that Customer and employee safety always comes first.

To provide effective contract management, maintaining the highest standards of professional conduct and to manage and develop the client relation between contactor and customer to achieve their maximum potential.

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To play an active role in the Foul water management team, contributing to the development and implementation of the vision, Corporate Strategy, organisational effectiveness and culture.

To promote a culture of openness in which employees share a common sense of purpose, are encouraged to use their initiative and take responsibility for their actions.

To be responsible for managing all service chargeable budgets relevant to Foul Water Treatment plants across all regions, ensuring that they are functional and compliant, and expenditure kept within budget and delivered in accordance with the financial regulations, Aster's standing orders and audit requirements taking appropriate action when variances occur.

To assist in maintaining departmental project boards, databases, spreadsheets, word documents and provide expertise in respect to all relevant systems.

To work closely with the other stakeholders, managers, heads of service, assistant directors and directors on all aspects of maintenance, repair & major planned work of the assets to maintain consistency across the group.

To support the Head of Service in the development and implementation of both planned cyclical and responsive contracts associated with Sewage Treatment.

To establish agreed standards, working with customer groups to establish such arrangements as may be necessary to deliver an excellent service.

To ensure that the quality of the sewage treatment services provided to all customers is of the highest possible quality within the resources available, meeting the requirements of best value, performance standards and best practice and is set out in clear service standards.

Proactively responding to queries and complaints for customers and other interested parties ensuring they are resolved in a timely manner.

To ensure services provided remain flexible and responsive to changing patterns of demand and expectation in conjunction with the other service-related stakeholders.

Work closely with Aster Homes employees to ensure that relevant Foul water information and contracts are implemented and managed at point of hand over and contract duration.

To work with the Head of Estates Services & Aster Group Procurement team to ensure that the procurement of required work and services within the portfolio areas is consistent with the agreed Procurement Strategy and delivers value for money.

To ensure that all contracts are procured in line with agreed tendering policies and procedures and authorised within Financial Regulations.

To ensure that the management of the foul water treatment contracts meets all required standards of performance, including audit, time, cost, quality and customer satisfaction.

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To produce regular reports on supplier performance ensuring that early remedial action can be taken under the contract and if necessary, ensuring that contracts are determined in line with the authority delegated under Standing Orders.

Ensure all contractors are managed in line with Aster's Control of Contractors and Planned Maintenance procedures and compliant with Approved Supplier List checks.

Experience and Qualifications

Relevant professional qualification or experience in waste water plants / management

Previous contract management experience in a commercial business environment.

Proven track record on delivering performance to deadline and committed to ensuring that high standards of work are delivered daily by external suppliers.

Ability to manage contractors to ensure high standards are delivered on time, every time and within budget.

Ability to communicate effectively with internal Departments and suppliers, able to handle enquiries in a confident, professional, and competent manner.

Good level of IT skills, including proficiency in Microsoft Office suite (primarily Outlook, Word, and Excel)

A good understanding of both basic Health and Safety legislation, Waste Disposal legislation and Environmental legislation and policies.

Ability to undertake COSHH assessments, risk assessments and safe systems of work.

Able to interpret contract drawings and implement changes as specified.

A high degree of knowledge of health & safety relating to foul water treatment and working in sewage treatment plant, pumping stations and Septic settings.

Team player who supports colleagues.

Clear understanding of the importance of customer service

Commitment to high quality work.

Uses initiative within limits of own duties.

Willing to undertake new training as required.

Flexible approach to working hours.

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Job role

Impact:

Ensure colleagues understand that landlord and employee safety is our number one priority.

To promote and maintain an active approach to health and safety, in respect of yourself, colleagues and customers.

To conduct suitable & sufficient risk assessments (including stress assessments) for their area of operations, record the findings and reduce risk to an acceptable level.

To work in a way that reflects and sets a model of behaviour that is consistent with Aster's values. To take responsibility for own personal development, updating knowledge of changes in legislation, best practice and other developments relevant to the post holders service and which affect the wider business.

To undertake such other duties and responsibilities as may be specified by the Operations Director or Head of Operations (which are commensurate with the level of the job).

This job profile only contains the main accountabilities relating to the job and does not describe in detail all the duties required to carry them out.

To attend regional operational team meetings.

A good geographical knowledge of the Aster area operational coverage.