

# Role Profile

## Role Title: Contract Support Officer M&E

**Business Area:** Customer Services

**Department/Team:** Property Safety M&E

**Reports to:** Quality Assurance Manager

**Direct Reports and span of control:** No direct reports. Day to day responsibility for effective delivery of M&E Contracts.

**Dimensions (budget holder, level of contract/systems etc responsibility):** Property Safety technical and operational contract support for M&E

**Created/Reviewed date:** March 2024

### Role Purpose

The Contract Support Officer role is responsible for providing effective technical operational support to the Property Safety M&E department, across workstreams including, but not limited to, compliance contracts across Mechanical and Electrical, heating replacement contracts.

The postholder is responsible for supporting a “safety first” culture by working closely with Quality Assurance Manager, Contract Managers and their Head of Service to support the delivery and evidencing of a compliant servicing and maintenance regime, in an affordable, profitable, efficient and customer-orientated manner.

The postholder will be the guardian of operational processes and system management in their workstreams, making key day-to-day decisions. The postholder will be required to build effective relationships with a broad range of internal and external stakeholders, particularly external Service Providers, to coordinate the delivery of quality services and maintain high levels of compliance performance.

### Key Accountabilities

- Contribute to ensuring that the management of all compliance works and maintenance contracts, meet required standards of performance, including time, cost, quality, customer satisfaction and provision of information.
- Taking the lead on day-to-day co-ordination and operational management of Property Safety compliance, maintenance and works delivered by internal teams and external Service Providers, ensuring schedules are met and legislative requirements maintained.
- Support Quality Assurance Manager and Contract Managers with the management of contractors including arranging, attending, and minuting contract meetings, preparing and analysing KPIs.
- Ensure accurate records are being obtained and maintained in systems and in accordance with Aster’s data management policies. Review and raise any resulting actions as necessary.
- Conduct periodic audits and reconciliation of assets, including automated systems configuration concerning frequency of servicing and the like. Ensure audits are recorded, identifying any discrepancies, escalating for resolution, and monitoring through to conclusion.
- Work closely with the Quality Assurance Manager and Contract Managers to assist with the design and lead on the implementation of new systems, procedures and processes

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that help ensure and clearly evidence maintenance compliance and conducting periodic reviews as necessary.

- Provide and/or co-ordinate the provision of specialist technical support and advice to internal and external stakeholders as necessary, being able to communicate technical information to non-technical colleagues in an effective way.
- Maintain effective communication, with stakeholders including customers, colleagues, Service Providers and suppliers, building rapport and strong relationships.
- Ensure financial information is captured accurately and co-ordinate with budget holders and the Finance Team as necessary to ensure finance procedures are followed.
- Take ownership of any issues or complaints that may arise, actively seeking solutions to problems to achieve a satisfactory outcome.
- Undertake other duties and responsibilities commensurate with the scope and level of the role, as required.

## Complexity, Impact & Influence

- Understand the specific policy requirements of the Property Safety M&E workstreams particularly understanding what documentation is required to evidence compliance.
- Hold the appropriate degree of technical knowledge to confidently challenge information being returned by third parties or internal colleagues and provide guidance on legislative requirements and common issues.
- Be confident using and interpreting data to drive service delivery improvement especially contractual KPIs.
- Take ownership of incidents, following process to achieve satisfactory outcomes.
- Have financial awareness and understanding particularly of the commercial aspects of the relevant contracts (schedules of rates etc.)
- Understand the H&S, reputational and financial risks to Aster of non-compliance.
- Maintain records in accordance with Aster's data management and retention procedures
- Highlight the importance of Property Safety activity and outcomes with internal and external customers.
- Collaborate with other teams and colleagues to overcome problems and ensure works and services are delivered to a good standard of customer service and within set timeframes.

## Resources Management

- Required to manage own time and liaise with internal & external stakeholders to maximise outputs, improve efficiency and increase customer satisfaction.
- Responsible for the effective updating/upkeep of databases and records within the Property Safety M&E business area.
- Responsible for ensuring resources are effectively and efficiently scheduled by others.

## Success in this role looks like:

- Quality Assurance Manager, Contract Managers and Head of Service are fully supported in the management of Service Providers, in line with the contract, resulting in

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Service Providers and/or in-house resources delivering Property Safety works and services in line with KPI targets and in budget.

- The continual development and improvement of processes, ways of working and use of systems in order to adapt to regulation changes and best practice.
- The compliance systems hold records and data that is accurate and up to date with clear audit trails on job completions from start to finish, including payment, with key decisions and actions clearly logged.
- Strong relationships with stakeholders across Aster that advance the understanding of the team's role and objectives across the business.

## Experience and Qualifications

- Educated to GCSE Standard (or equivalent), including passes in English and Maths.
  - Previous experience supporting the delivery of programmes, works, contracts or projects in a related industry.
  - Basic understanding of Property Services/Safety or Asset Management related contracts including awareness of KPIs and cost models e.g. schedule of rates.
  - Understanding of Landlord H&S legislative requirements and industry practice for management (desirable).
  - Be a confident user of Microsoft Office suite, job management/CRM databases.
  - Experience of managing record and data storage and retrieval systems.
  - The ability to manipulate and interpret data and produce clear and accurate reporting based on a range of requirements. Previous experience working with and interpreting technical data (desirable.)
  - Be able to think logically and translate ideas and thought processes into practical and achievable work plans.
  - Able to communicate effectively with external stakeholders, contractors, customers and colleagues.
  - Demonstrate a confident, professional, and competent manner.
  - Be creative and have practical problem-solving abilities.
  - Understands the importance of customer focused service delivery.
  - Have a 'can do' attitude, be flexible and respond proactively to the needs of the business.
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