



Contract & Commercial Lead

salary	£45,000	department	Homes Team
hours	39 hours per week	special conditions of service	Basic DBS Check Full valid driving licence and access to own vehicle
location	Greater Manchester - Agile		

Health and Safety

IVH has a positive health and safety culture and promotes a sense of responsibility and accountability among its colleagues, fostering a safe and healthy workplace.

This role, along with all other roles in IVH, will adopt all necessary health and safety practices and any relevant safes systems of work. They will also contribute to the continuous improvement of processes, systems and software related to Health and Safety at work.

Summary

The overall purpose of the role is to support the delivery a commercially effective repairs service via the subcontract supply chain.

The key responsibilities of the role include:

- To lead on the contractual, commercial and relationship management in delivery of a high-quality sub-contractor service.
- Provision of full contract management including required site inspections to enable the effective delivery of the repairs and empty homes service.
- Support all procurement requirements in respect of subcontract supply chain.
- Support the delivery of any complex repairs and large-scale empty homes via the subcontract supply chain.
- To support the delivery a customer focused service that is responsive to customer need ensuring that the service delivery is based on efficiency, effectiveness and VfM.

Key responsibilities

accountable to	Executive Director (Customers)
reports to	Head of Repairs & Estates Maintenance
directly manages/supervises	N/A
indirectly manages/supervises	Colleague support across IVh, specifically working collaboratively with repairs support functions, planning, procurement and customer colleagues.

Links with other services and partners

A trusted partner to all stakeholders (including customers and colleagues).

Main areas of responsibility

- Lead on the contractual and commercial delivery of a high-quality subcontract repairs and void service by ensuring positive relationships with the subcontract supply chain.
- Provision of contract management of sub-contractor relationships in the delivery repairs, voids and other associated major works/projects as required.
- Provision of site inspections to enable the effective delivery of the repairs and void service.
- Ensure positive informed relationships between customer and sub-contractor and respond to customer enquiries as required.
- Lead on subcontract performance meetings to ensure service delivery offers VfM and achieves agreed performance targets (KPIs).
- Ensure subcontract operational control in place and embed improvements as the service requires.
- Support all procurement requirements in respect of the subcontract supply chain to ensure VfM achieved.
- Provide data and reporting on all subcontract relationships.
- Support the delivery of any complex repairs and large-scale empty homes via the subcontract supply chain.
- Support colleagues in areas of technical support.
- To ensure compliance with relevant health and safety legislation.
- To work collaboratively across IVh to recognise areas of improvement and innovation.
- To effectively manage feedback and resolve customer complaints via sub contract supply chain and make necessary service improvements
- Management of budgets in respect of subcontract relationships.
- Ensure commerciality of incumbent and new subcontract relationships.
- Use data to support service improvements.
- To support the delivery a customer focused service that is responsive to customer need ensuring that the service delivery is based on efficiency, effectiveness and VfM.
- Support the repairs service in contractual and technical matters and contribute to the development and implementation of relevant strategies, policies and operating procedures.

Corporate

- Monitor performance against KPIs, use data to inform decision making and add value to drive improvements.
- Continuously assess and manage risk within the Risk Framework, actively implement control and improvement measures.
- Promote and comply with all company policies and procedures.
- Promote the values and behaviours of the organisation.
- Champion equality, diversity and inclusion and treat everyone with dignity and respect.
- Undertake other such work of an equal nature and duties related to the objectives of the post.
- The tasks listed in job descriptions are descriptive of present practices but are constantly evolving to ensure continuous improvement and achievement of the company's overall success.

Review date October 2024