



## Job Profile

<b>JOB TITLE:</b>	<b>Contract Manager (Planned Works)</b>
<b>GRADE:</b>	<b>POD</b>
<b>POST NUMBER:</b>	<b>30979, 30977, 30978 and 30976</b>
<b>JOB TIER:</b>	<b>4 (management)</b>
<b>DBS CHECK:</b>	<b>None</b>
<b>DIRECTORATE:</b>	<b>Residents Services</b>
<b>SERVICE:</b>	<b>Housing – Planned Works</b>
<b>Reports to:</b>	<b>Planned Works Manager (Housing)</b>
<b>Direct Reports:</b>	<b>3 - (contractors and consultants)</b>
<b>Indirect Reports:</b>	<b>54</b>

**Note:** This job description is not intended to be an exhaustive list of duties. Other reasonable duties commensurate with the grade of the post may be required, including support to emergency or priority situations.

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### Role Purpose

The Contract Manager is a senior, procurement-led and hands-on operational management role responsible for the end-to-end commissioning, procurement, delivery and management of planned works contracts across LBH-owned residential properties, corporate buildings and commercial premises.

The role combines a strong commercial and procurement focus with on-site contractor management, performance assurance and the resolution of complex, high-risk and non-standard issues, ensuring all works are delivered safely, compliantly and to the required quality, cost and programme.

The post holder ensures that planned works delivery aligns with the Regulator of Social Housing (RSH) consumer standards, Awaab's Law, the Homes (Fitness for

Human Habitation) Act and the Building Safety Act, providing robust, auditable evidence of compliance, resident safety and effective contract governance.

The role is based at the LBH Civic Centre with a significant site-based presence to provide visible leadership, assurance and direct contractor challenge.

## **A. Job Description**

### **1. Resident & Community Contribution**

- Ensure planned works are delivered with a strong focus on resident safety, communication and customer care.
- Act as a senior operational point of contact for escalations relating to planned works delivery.
- Support the management of complaints, enquiries, Member issues and stakeholder concerns arising from planned works programmes.
- Lead and manage Section 20 consultation processes associated with planned works, ensuring statutory compliance, accurate cost information and effective engagement with leaseholders and residents.
- To demonstrate understanding of the Council's Customer Care Standards and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

### **2. People Management**

- To be responsible for the selection, development and performance of the Planned Works Team in line with the Council's HR policies.
- To ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- To be responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).
- Provide day-to-day operational direction, supervision and leadership to officers involved in contract delivery, inspections and performance monitoring.
- Ensure contractors and internal teams operate within all relevant health & safety, CDM and building safety requirements.

### **3. Operational Service Delivery**

- Manage the day-to-day delivery of planned works contracts across housing, corporate and commercial assets.
- Act as the primary on-site point of contact for contractors, carrying out inspections, audits and progress reviews.
- Lead the resolution of complex delivery, access, quality, safety or performance issues, escalating as required.

- Chair and attend site meetings, progress meetings and contractor performance reviews.
- Ensure works are delivered in accordance with specifications, programmes, health & safety requirements, statutory obligations and contract conditions.
- Ensure planned works support compliance with RSH consumer standards, Awaab's Law, HFHH duties, the Building Safety Act and CDM regulations.

#### **4. Service Planning & Development**

- Ensure that an annual Team Plan, aligned to the Group / Service Plan(s), is developed, agreed and communicated to team members in a timely manner.
- Ensure clear Service Level Agreements (SLA's) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLA's are not met.
- Maintain a current service workforce plan including a succession plan for all key roles within own team.
- Lead and support procurement planning, contract mobilisation, specification development and forward investment planning.
- Ensure planned works programmes are risk-based, resident-focused and aligned with building safety and compliance priorities.
- Contribute to service development, policy improvements and best-practice contract management.

#### **5. Financial & Resource Management**

- To take responsibility for the effective management of the allocated department / team budget.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.
- Hold delegated budget responsibility for allocated planned works contracts. Raise and manage purchase orders within Oracle, ensuring compliance with financial regulations and delegated limits.
- Monitor expenditure, forecast spend and manage variations, escalating financial and programme risks as required.
- Ensure invoices and contractor valuations accurately reflect completed works before authorisation.
- **Financial Delegation Caveat:** The post holder does not have authority to set overall budgets or approve expenditure beyond delegated limits; overall financial accountability remains with the Planned Works Manager and senior officers.

#### **6. Service Improvement**

- Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLA's) are maximised.
- Manage the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.
- Use performance intelligence, inspections, KPI data and trend analysis to identify risks and opportunities for improvement.
- Drive continuous improvement in procurement practice, contract delivery, data quality and compliance assurance.
- Support audits, inspections, regulatory reviews and governance processes.

## 7. Contacts

- Primary contact will be with other officers within the Council, and service users / residents and their representative bodies. To include who the contacts are and nature of interaction.
- **Internal contacts include:** Housing, Asset Management, Compliance, Building Safety, Legal, Finance, Customer Services, Repairs and Corporate Property teams.
- **External contacts include:** residents, contractors, consultants, leaseholders, suppliers, statutory bodies and regulatory stakeholders.

## 8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- You may be required to undertake periods of on call which are related to your role.
- This profile/JD is not intended to be exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations will form part of this role.

## 9. Key Performance Indicators

- Planned works delivered on time, to budget and to required quality. Contractor performance against KPIs, SLAs and contractual obligations. Accurate financial forecasting, variation management and effective cost control.
- High levels of resident satisfaction and timely complaint resolution.
- Strong compliance, audit and building safety assurance outcomes.
- Accurate, complete and up-to-date performance, contract and compliance data.

## B. Person Specification

### Contract Manager (Planned Works)

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

<b>1. QUALIFICATIONS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	✓	✓
Relevant technical qualification in construction, building services or a related discipline, or equivalent experience.	✓	
Evidence of continued professional development.		✓
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	✓	✓
Hold a valid UK driving licence and ability to work across multiple sites.	✓	
Ability to work flexibly between the Civic Centre and site locations to meet service demands.	✓	
Ability to work flexibly to meet service demands, including occasional out-of-hours activity.		✓
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	✓	✓
Significant experience managing planned works or capital works contracts within housing, corporate or commercial property environments.	✓	
Proven experience of procurement-led contract management, including writing tenders and specifications.	✓	
Proven experience of hands-on contractor management, including on-site inspections and performance challenge.	✓	
Experience agreeing valuations, variations and managing contract finances.	✓	
Experience monitoring KPIs, performance data and producing management reports.	✓	
<b>4. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	✓	✓
Strong knowledge of construction contract management, procurement processes and health & safety legislation, including CDM.	✓	

Understanding of housing regulation, RSH requirements, Awaab's Law, Homes Fitness obligations and the Building Safety Act.	✓	
Strong commercial, financial and analytical skills.	✓	
Competent use of ICT systems, including financial and contract management systems.	✓	
Excellent communication and stakeholder management skills.	✓	
<b>5. COMPETENCES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>“Can do” positive attitude</b>		
Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
<b>Takes responsibility and delivers results</b>		
Confident decision-maker in operational and on-site environments. Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
<b>Team working</b>		
Acts as a role model to others in the team, sharing knowledge and experience, when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
<b>Communication</b>		
Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
<b>Customer Care</b>		
Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
<b>Takes ownership of personal development</b>		
Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	

<b>Our values</b>
<p><b>Respect</b> We appreciate what makes us different and include everyone.</p> <ul style="list-style-type: none"> <li>• We recognise that we all have unique talents, skills and experiences.</li> <li>• We provide a professional service to our residents and colleagues and lead by example.</li> <li>• We celebrate diversity and ensure our working practices are inclusive.</li> </ul>
<p><b>Collaborative</b> We believe in the power of working together.</p>

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

**Efficient**

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

**Integrity**

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

**Open and honest**

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.