

Contracts Manager

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Job Description

Job Title Contracts Manager

Location 19 Bennet Rd

Grade/Salary Range Range: RG7m - spine point 43 to 45 & RG8b - spine points 45 - 48

Service/Directorate Property Services
Environment and Neighbourhood Services

Job Purpose

1. To be responsible for the day to day management and performance of the Repairs and Building Maintenance Service including management and supervision of office staff, trade operatives and sub-contractors.
2. To ensure that all day to day repairs and building maintenance work is carried out in line with legislative requirements both in terms of health and safety and housing repairs legislation and regulations.
3. To keep abreast of complex health and safety and housing repairs/building maintenance legislation, CDM and other relevant regulations.
4. To play a key role in the development of strategies and policies affecting the delivery of the repairs/building maintenance service.
5. To be responsible for the management of the budget for the service area including keeping detailed records on costs, expenditure and any relevant income.
6. To be responsible for driving forward improvements to the service to ensure that it meets the customers' needs and expectations.

Designation of Post and Position within Departmental Structure

1. Reports to the Housing Projects Team Manager/Repairs & Operations Manager.
2. Responsible for managing one of three areas of work; Planned Programme of Works, Day to Day Repairs or Voids.

Main Duties and Responsibilities

1. Effectively manage and support staff to deliver a high quality repairs/building maintenance service with a commitment to a customer focused approach reaching required standards and targets. Carrying out formal staff supervision including one to ones, appraisals, tool box talks, team meetings etc.
2. To ensure the timely co-ordination of work to office staff, trade operatives and subcontractors and that the work is carried out to the required standard.
3. To carry out risk assessments and ensure that adequate measures are in place to manage potential risks to staff and customers

4. To ensure that sub-contractors carry out relevant risk assessments and put in place adequate measures to manage risks to staff and customers. In addition ensure sub-contractors act in line with the Council's policies and procedures
5. To supervise the effective use of resources, materials and transport to deliver an excellent service
6. To produce performance information, analyse and put in place effective solutions to manage poor performance
7. To monitor the quality and productivity of staff on site and ensure that it meets the appropriate levels
8. To be responsible for ensuring that all staff comply with Health and Safety requirements
9. To ensure that all work is carried out within legislative requirements and regulations
10. To ensure all employees and apprentices receive an appropriate programme of training with refresher training in place as necessary. Records of all training must be routinely kept
11. To be responsible for ordering supplies from suppliers and authorising payments
12. To be responsible for ensuring jobs are raised correctly and the right costs are attributed to each job
13. To be responsible for operating and managing both the vehicle tracking system including collating relevant information on areas of concern to discuss with individual staff
14. To be responsible for authorising job tickets, time sheets, monitoring and auditing vans, van stock, plant and equipment
15. To be responsible for preparing specifications for work to be undertaken by both internal and external contractors
16. To deal with employee relations issues, including recruitment and selection, disciplinary and grievance in accordance with the Council's policies and procedures
17. To oversee and manage the use of the Trade PDA system
18. Use involvement in day to day issues to contribute to the development of new policies, procedures and strategy across the Housing Service
19. To liaise and benchmark with other local authorities or Registered Housing Providers to gain information on how services may be improved or good practice may be shared
20. To be responsible for ensuring that all staff are aware of their safeguarding responsibilities and refer cases appropriately when appropriate
21. To investigate and respond fully to Councillor Enquiries, MP enquiries, FOI requests and complaints

22. To write and produce reports and briefing papers for senior managers, Councillors and elected Members as necessary
23. To produce Team Service plans on an annual basis demonstrating targets for achievement
24. To work closely with other service areas within the Council to improve services for customers
25. To provide cover for other managers in the service in their absence and to deputise for the Projects Team Manager or Repairs and Operations Manager
26. Career Progression through the Gateway
27. All of the above Plus:-
28. Provide assistance to Emergency Planning Officer during severe weather or civil emergency.
29. Manage the Council's pay and productivity scheme, carry out regular meetings with staff in relation to skills and productivity assessments and action any deductions as necessary.
30. Carry out tenant engagement work including tenant consultation, and actively seeking customer satisfaction/feedback and use to drive forward improvements in the service.
31. Achieve professional qualification in Construction Management to CIH Level 4 or above.

Scope of Job (Budgetary/Resource Control/Impact)

Staff Management

- Sub-contractors
- Direct labour
- Inspectors
- Agency workers
- Office and administrative staff

Budgetary

- Overall budget £1.5 million
- Sub Contractors £300,000
- Staff 13

Impact

- The completion of work in accordance with good practice standards laid down by Reading Borough Council

Special/Other Requirements/Responsibilities of this Post

<i>Level of DBS check required for this post</i>	No Check Required
<i>Does the post require a check against the list of people barred from working with vulnerable adults?</i>	NO
<i>Does the post require a check against the list of people barred from working with children?</i>	NO
<i>What other security/safer recruitment clearances are required for this post? (excluding standard identity/work permit/education qualification checks)</i>	N/A
<i>Is this post “politically restricted”?</i>	YES
<i>Responsibility for Health & Safety:</i>	LEVEL 2/3
<i>Please specify responsibility for implementing the Council’s risk management strategy as it applies to the service, ensuring risks to service delivery and specific projects or initiatives are recognised and that actions are taken and monitored to mitigate risks identified</i>	<p>Building maintenance is a high risk operation covering multiple risks in multiple areas to site operatives, tenants and members of the public. Contract Managers are responsible for managing all risks within their specific area and must liaise closely with Central Health and Safety and Property Services Health and Safety advisor. Health and safety is a key priority and will be discussed and managed as agenda items in all meetings.</p> <p>The post holder will have the ability to stop work on site on the grounds of poor workmanship and or Health and Safety.</p>
<i>Please specify any other Statutory Duties and/or responsibilities of this post not already covered in the “Main Duties & Responsibilities” above</i>	N/A

Person Specification

Qualifications/Education/Training

1. A good general standard of education, competent literacy and numeracy.
2. Must have served a recognised apprenticeship City & Guilds qualification or have a construction qualification to HNC level or above or substantial relevant experience and a willingness to work towards a technical qualification.

Experience

1. A minimum of five year's craft experience.
2. Experience of managing a team

Skills, Abilities & Competencies

1. Ability to communicate effectively to staff, residents, senior managers and elected members both orally and in writing in a manner, which is easily understood.
2. Be numerate, able to produce and interpret statistical and financial information
3. Ability to monitor and control a large budget
4. Ability to manage, motivate and performance manage staff
5. Ability to think strategically, whole service and customer focused
6. Ability to liaise, negotiate and develop effective operational protocols and procedures with other internal and external stakeholders.
7. Demonstrate sensitivity to political considerations
8. Ability to organise prioritise and perform duties in a structured manner
9. Ability to analyse data, critically evaluate findings and produce conclusive reports
10. High degree of self-motivation and initiative with the ability to manage own workload
11. Ability to work to strict deadlines and manage time effectively
12. Ability to provide creative solutions to complex problems
13. Ability to understand and interpret complex legislation and regulations in relation to repairs and health and safety
14. Ability to understand the Council's Equal Opportunities policy and practically apply this.

Specific Working Requirements

1. Hold a full UK driving licence.
2. Have unrestricted access to a vehicle for work use.
3. Flexible working hours to meet the needs of the service.
4. Authorised signatory for time sheets, stores requisitions, external materials orders and sub-contractors.