

## JOB DESCRIPTION

<b>POST TITLE:</b>	Performance and Contracts Officer
<b>DIRECTORATE:</b>	Housing Services
<b>SERVICE:</b>	Building Maintenance and Estate Environment
<b>GRADE / SALARY:</b>	PO5
<b>LOCATION:</b>	Within the London Borough of Hackney
<b>RESPONSIBLE TO:</b>	Commercial and Contracts Manager

### **Purpose of the Job**

This is a pivotal role for the delivery of an efficient reactive repairs service, with the post-holder responsible for ensuring effective contract and financial management of building maintenance contracts and undertaking procurement of new contracts. The role will include forensic analysis of areas of the business to improve contract management, support financial performance, strengthen delivery and support re-procurement. The post-holder will play a lead role in shaping and implementing a robust contract management framework and driving a performance oriented culture.

### **COUNCIL SPECIFIC ACCOUNTABILITIES**

1. To ensure that duties are carried out in accordance with the Council's policies and Code of Conduct, incorporating the principles of valuing diversity.
2. To inform, advise and respond to residents and colleagues as individuals as well as through representation at Committees and other public forums, building a close working relationship with key stakeholders.
3. To take a proactive role, assuming personal ownership and responsibility for the delivery of excellent customer services within your area.
4. To support and develop the visions and values of the Housing Directorate.

### **Key Accountabilities**

1. Lead on developing, designing and implementing projects and analysis to improve the quality and cost effectiveness of the repairs service, maximise value for money and deliver on customer, operational and finance targets. This will include using data modelling practices to analyse findings and create suggestions for commercial, strategic and operational improvements.
2. Review, develop and implement contract management procedures for the repairs service in collaboration with the other service managers to ensure clear and defined roles and responsibilities for contract and budget management as well as within the DLO and external contractors. Work with service managers to

ensure that repairs staff involved in managing contractors on the ground are provided with appropriate training and support.

3. Lead on the procurement and mobilisation of new contracts as required, including work to evaluate and review alternative options around in-house or out-sourced provision, assess risks and benefits and implement new contracts.
4. To be responsible for monitoring expenditure and ensuring effective budget control and forecasting across designated repairs contracts. Ensure that contractors operate in line with contractual arrangements and challenge costs and under-performance as necessary.
5. Support the Council's auditing and budgeting processes by ensuring implementation and maintenance of an effective and efficient contract payment system and providing accurate forecasts of expenditure. Be responsible for liaising with Finance on overall budget monitoring for building maintenance contracts.
6. Be responsible for ensuring that contract terms are fully complied with, with any potential risks to budgets and performance highlighted and remedial action taken as necessary to address weaknesses and ensure better outcomes for customers.
7. Enable a performance oriented approach and culture by systematic review of the performance of the engaged contractors. Through agreed KPI management and scrutiny, ensure that performance and financial targets are set, monitored, reported and analysed and appropriate actions taken.
8. Work closely with the Process and Systems Manager and Housing Transformation Team to ensure uniformity and control of reporting parameters and data integrity in particular in relation to KPIs.
9. Build effective relationships with contractors and manage and lead contract management meetings as required. Ensure effective follow-up of actions and decisions, including progressing and implementing agreed contract changes, improvements and variations.
10. Ensure a robust and timely post-inspection regime is in place in association with the Repairs Customer Service Manager, and Area Surveying and Communal Works Manager. In collaboration with the Area Surveying and Communal Works Manager, be responsible for recording the surveying post- inspection process.
11. Ensure effective job coding and progression and, in partnership with the Process and Systems Manager, ensure that staff and contractors (where applicable) utilise IT systems in a uniform way to maintain system integrity. Liaise closely with the Repairs Quantity Surveyor to test value for money and check measurements on programmes where required
12. Maintain a comprehensive understanding of the building maintenance market and alternative suppliers to inform business and contingency planning
13. Provide strategic direction on the development and implementation of ITC system improvements and upgrades in order to optimise and improve working practices and procedures and ensure the effective use of Council systems to support contract delivery. Assist and train other staff / contractors in the use of key systems as required.

14. Produce management reports and /or data analysis on completion and throughput of repair works, trade and estate trends, finance and performance of various service providers and propose suggestions for commercial, strategic and operational improvements
15. Lead on ad hoc change and improvement projects within the repairs service to and maintain a good understanding of emerging practices and new technology.
16. Ensure component renewal and other repairs / cyclical data is collected and passed to Asset Management to inform planned programmes as required. Undertake data analysis and reports to Asset Management and other stakeholders as required.
17. To be responsible for ensuring effective engagement with all relevant stakeholders in delivery of contract procurement, management and delivery responsibilities, including finance, procurement services, the DLO and asset management. Maintain functional links with relevant areas of Housing and other directorates within the Council to support effective performance.
18. To be responsible for ensuring that advice given and recommendations made have full and proper regard for Hackney Council' policies, standards and relevant Government legislation and guidance, particularly in relation to the equalities legislation and the Council's Financial regulations and Standing Orders.
19. To help develop the skills of contract support staff within the team to promote ensure effective performance and team working.
20. Commitment to Hackney Council vision and values
21. The post holder will be expected to undertake such additional duties or responsibilities consistent with the role and grade, as may be allocated and be expected to deputise for the commercial and contracts manager as required.

## PERSON SPECIFICATION

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### Skills and Abilities

- ◆ Ability to plan and coordinate own workload and balance the demands of day-to-day operational delivery with improvement focussed projects.
- ◆
- ◆ Able to analyse, present and/or report complex information including contractual arrangements and terms with clarity appropriate to the audience: residents, staff and senior management.
- ◆ Skilled at working flexibly, imaginatively and collaboratively within contractual frameworks to achieve the best outcome from contractors and customers.
- ◆ Ability to interpret and convey technical, financial and performance information to support service improvement, options appraisal and risk management.
- ◆ Ability to design and implement tests to verify the validity of data processes and quality and drive improvements.
- ◆ Confident working with contractual partners to implement legal and contractual changes and to challenge under-performance and costs.
- ◆ High level of numerical and analytical skills, with ability to manage budgets and assess value for money of specialist technical services.
- ◆ Strong interpersonal and relationship building skills, with ability to influence and negotiate effectively.
- ◆ Good IT skills, with ability to influence design and implementation of systems and processes, build reports and create spreadsheets.
- ◆ Ability to manage others and lead change projects from implementation to inception to agreed budgets, timescales and quality standards.

## **Knowledge**

- ◆ Have sound technical and SOR knowledge, with experience and understanding of effective planning, costing and scheduling of complex multi-level technical projects.
- ◆ Good understanding of different forms of building contracts and the building maintenance supplier market
- ◆ Knowledge of building maintenance and associated legislation, regulation and planning.
- ◆ Knowledge of financial management of contracts and responsive repairs, including budget setting, monitoring and control and commitment costing.
- ◆ Analytical and budgetary experience in assessing the viability of property based transactions.
- ◆ Experience of managing service targets, and evidence of their achievement.
- ◆ Knowledge of EU procurement tools and e-tendering tools.
- ◆ Commercial and financial awareness.

## **Work Related Experience**

- ◆ Significant experience of contract management and construction practices in a building maintenance environment.
- ◆ Experience of developing and/ implementing service improvements and change projects including the introduction of contract management systems and processes.
- ◆ Experience of under-taking in-depth data and financial analysis and applying performance management techniques to identify where improvements are needed, support target setting, and contribute to evaluation and review.
- ◆ Experience of working constructively closely with stakeholders from different professional backgrounds to support contract and performance management
- ◆ Experience of ensuring the delivery of projects within agreed timescales and with quality outcomes as well as experience in effective planning, managing and monitoring programmes of work.
- ◆ Experience of working in a diverse environment including liaising with external and internal clients and residents.

## **Qualifications**

- ◆ Educated to degree level in a building maintenance related discipline, or similarly 'qualified by experience'.

## **Circumstances**

Able to attend evening meetings and work flexibly.

## **OUR VISION AND VALUES**

We're working to make Hackney a place for everyone.

Where all our residents, whatever their background, have a chance to lead healthy and successful lives; a place of which everyone can be proud, with excellent services and public spaces, thriving businesses, and strong communities; a place that celebrates diversity, and where everyone can feel valued, included and involved.

**PROUD** of what we do, of the Council, of each other, and of Hackney.

**AMBITIOUS** for Hackney, and for ourselves, always seeking to be the best at what we do, and to get the best for the people of Hackney.

**PIONEERING** and innovative, always seeking new solutions and making space to be creative, to learn and to share ideas.

**OPEN**, honest, and accountable, working with others, listening, showing trust in each other and in our residents.

**PROACTIVE** and positive in the way we approach problems and challenges, and take up the opportunities that come our way.

**INCLUSIVE** both as an employer and a service provider, celebrating diversity, and treating colleagues and residents with respect, and with care