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Job Description

Contracts Officer

All criteria are **Essential** unless indicated otherwise

Reports to:	Senior Contracts Officer
Responsible for:	N/A
Area of Work:	Aberystwyth / Lampeter (Flexible to Meet the Successful Candidates Home Geographical Area)
Base:	Aberystwyth / Lampeter
Overall Job Purpose:	Support the Senior Contracts Officer with the delivery of Barcud's Planned Maintenance and Compliance programmes through robust contract management that enables Barcud to meet its business objectives and the needs of its tenants.

Key Responsibilities

Contract Management:

- Manage and monitor contracts of providers undertaking Planned Maintenance and Compliancy activities for Barcud, ensuring that a high-quality service is being consistently delivered and Value for Money obtained throughout. .
- Support the development of Barcud's Planned Maintenance programme, providing technical input relating to the condition of the Association's stock.
- Provide or obtain specialist technical advice for colleagues regarding any structural defects, construction failures or Health & Safety issues as well as instigating and maintaining any monitoring regime necessary in relation thereto.
- Devise work specifications, ensuring that all works are completed to a high standard and follow Barcud's Health & Safety, operational and financial procedures.

- Assist with the development and implementation of process and procedures related to WHQS2 compliancy and planned maintenance.
- Provide a customer-focused Planned Maintenance service to Barcud's tenants and leaseholders.
- Undertake and assist with the delivery of a rolling programme of stock condition surveys that ensures condition information held about Barcud's properties is accurate and complete.
- Obtain all necessary approvals for proposed planned programmes of work, such as CDM, health, safety approvals, and contractor approvals.

Assist in compilation of contract documentation; ensuring accurate records are kept on contracts and all associated warranties and any evidence of permissions obtained are kept on file

- Monitor the performance of contracts, identifying issues when they arise with providers and reporting these issues to relevant senior members of staff to ensure their swift resolution.
- When required, work with Procurement staff to obtain new contracts to carry out works related to Planned Maintenance and Compliancy.
- Monitor the progress of planned programmes of work against timescales, advising colleagues of delays.
- Monitor the budgets and risk of planned programmes of work, reporting to senior staff when pre-specified thresholds may be breached as per Barcud's procedures.
- Ensure Barcud's properties are safe for occupants, through the management of works connected to Health & Safety.
- Assist with the preparation of insurance claims arising from latent defects.
- Provide specialist advice related to Planned Maintenance to colleagues across Barcud.
- Respond to tenant enquiries related to Planned Maintenance, ensuring technical information is disseminated successfully and clearly.
- Receive requests from tenants for repairs and maintenance, integrating these into service delivery and raising repairs / equipment requests as necessary.

People:

- Promote a high-performance culture that drives continuous improvement and efficiencies.
- Communicating the priorities, plans, vision and objectives of the Association to ensure effective delivery to the agreed service standards and targets.
- Health & Safety to assist in the Management of Asbestos, including maintaining database records, risk assessments and regular monitoring and also to advise Association staff and contractors on correct procedures when handling asbestos containing materials.
- To assist the Health & Safety Compliancy Manager in ensuring that the Association is compliant with the requirements of the Regulatory Reform (Fire Safety) Order 2005 within its housing stock, including the production and review of Fire Risk Assessments and delivery of associated fire management action plans, as necessary.

Corporate

- Promote, develop and manage effective partnerships with internal and external stakeholders to achieve continuous improvement in the provision of services.
- Promote Health and Wellbeing initiatives throughout the organisation.
- Provide excellent customer service to all internal and external customers.
- Work within the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
- Ensure that the Association and its employees comply with all legal, statutory and regulatory requirements along with best practice.
- In all aspects of the Association's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
- Carry out such other duties and responsibilities as may reasonably be requested.

This job description is not intended to be an exhaustive list and in view of changing demands, legislation, and regulations, the duties may be reviewed and revised as deemed reasonable and appropriate.



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Personal Specification

This person specification details the experience and skills for the position of Contracts Officer at Barcud. All skills and experience are essential except where explicitly indicated to be desirable (D).

Qualifications

- HNC/D in Building Studies or Construction Management or equivalent building related qualification, or fully qualified and indentured tradesperson (D)
- Membership to relevant professional body. (D)
- Educated to A level standard or equivalent. (D)
- Evidence of continually developing professional knowledge (E)

Experience

- Delivery of Planned and Cyclical Maintenance programmes. (E)
- Devising work specifications. (E)
- Handling customer / tenant enquiries. (D)
- Monitoring the work of service providers (D)
- Analysing problems and devising effective solutions. (E)
- Procuring the services of providers for Planned and Cyclical Maintenance programmes. (E)
- Public sector or Housing Association experience. (D)

Skills / Knowledge

- Understanding of legalisation and regulations relating to Planned and Cyclical Maintenance as well as service contracts.
- Knowledge of Health & Safety, including asbestos and fire safety management.
- Awareness of building construction techniques.
- Knowledge of the requirements and technical capability to complete residential stock condition inspections/surveys.
- Able to produce comprehensive quality reporting for effective decision making.
- Willing to learn Welsh to ALTE level 3 within 2 years (if not already a Welsh speaker).
- Ability to deliver results to tight deadlines under pressure.
- Excellent IT skills.

- Sound numerical, reasoning and written communication skills.
- Proven competency to handle confidential and sensitive information.
- Able to set appropriate and challenging performance targets for self.
- Ability to promote equality and diversity in all aspects of employment and service delivery.