


## GLPC Job Description

	<b>Job Title</b>	Contract Delivery and Quality Manager
	<b>Directorate</b>	Resident Services
	<b>Department</b>	Property Services
	<b>Grade</b>	P05
	<b>Reports to</b>	Contract and Compliance Manager
	<b>Staffing Responsibility</b>	None

### Job Purpose:

1. Commission and contract manage multi-million pound: mechanical and electrical services; responsive repairs, maintenance and servicing; planned maintenance and refurbishment work that achieves agreed outcomes for the Council, customers and stakeholders and that meet the Council's objectives and affordability targets by improving value for money and providing high quality services.
2. Be accountable for appropriate project outcomes with regard to: feasibility studies, brief development, design, procurement, delivery, finance & budgeting, cost control and quality of work on the full range of construction, servicing, repairs and maintenance services, and the provision of advice and contract management from feasibility study to final account of planned maintenance and refurbishment works projects.
3. Provide up-to-date building surveying and technical advice and guidance to the Property Services Team, and other sections of the council, members and customers to ensure decisions and recommendations are appropriate and well informed.

### Principal Accountabilities and Responsibilities:

1. Make a positive contribution to the delivery of customer focused property management services; working flexibly and positively to achieve the objectives of the service and the council.
2. Contract manage contractors, consultants and other agencies in line with the relevant form of contract or contract terms and conditions.
3. Manage and lead project staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
4. Prepare, lead and direct contractors on the management and delivery of responsive repairs and maintenance, servicing, planned maintenance and refurbishment works, services and programmes, to achieve the statutory compliance objectives, and programme delivery,

customer service and budget management objectives.

5. Be a cohesive part of an intelligent client and integrate contract management within the commissioning process and ensure clarity of roles and accountabilities. Provide specialist commercial expertise, construction and maintenance knowledge to extend the benefits from collaborative procurement to the management of contracts.
6. Ensure the provision of cross cutting commissioning and commercial expertise to support each stage of the commissioning cycle. Realise the benefits from greater cross-council collaboration as well as effective partnership and supplier relationship management.
7. Ensure statutory approvals are in place for commissioned works, including planning submissions and facilitating discussions with the borough's Planning and Building Control department.
8. Act as Principal Designer as required to co-ordinate health and safety on all projects. Obtain support from the Strategic Compliance Manager. Ensure project and design risk management processes are implemented.
9. Undertake site surveys, work inspections and work valuations and subsequent reporting. Carry out comprehensive surveys as required. Advise on and produce and specify planned and cyclical maintenance programmes for the borough as required. Prepare detailed schedules of work, feasibility studies and cost estimates.
10. Manage the capital and revenue budgets for agreed commissioned and contracted services, ensuring compliance with contractual arrangements and agreed service specification and standards.
11. Ensure servicing programmes are delivered on programme and to the required standards.
12. Support and challenge underperforming providers. Work with key stakeholders to develop future support needs and reflect these in contractual arrangements, key performance indicators and quality measures against which providers can be assessed.
13. Develop leading edge outcome based specifications, consistent contract performance and quality management.
14. Ensure that all contractors and consultants operate to the agreed quality standards in terms of service delivery and outcomes. Measure same and take relevant action to rectify any issues. Undertake quality checks on site as required to validate and improve quality and customer service.
15. Build and maintain effective business relationships with providers, partners and stakeholders to ensure the intended outcomes and maximum value is achieved in a sustainable and affordable way.
16. Develop and maintain strong relationships with and support Finance, Housing, the Asset Team, the Compliance Team, leasehold management teams and the Council on performance management, programme management, financial planning, budget setting, budget optimisation and expenditure management.
17. Assist with the maintenance of the Housing Asset Management Strategy and investment options, cost modelling and work programmes, taking account of current and projected trading and market conditions. Provide estimates for Capital and Revenue bids and annual

plans and liaise with corporate colleagues in the preparation and monitoring of budgets.

18. Organise any action required with respect to the effects of emergencies affecting the Council's housing estate.
19. Advise on the development of value engineering and management, process engineering, risk management, whole life costing including sustainability issues, to both capital and revenue programmes to ensure value for money.
20. Assist in developing and maintaining an in-house cost information database for the various work programmes to provide better and accurate budget estimates and cost advice. Compile and update a database of sources of information on published cost data, indices, forms of contracts and consultants' services and other relevant technical matters.
21. Challenge conventional local government approaches to enable the organisation to drive greater efficiency and effectiveness through the development of best practices and innovative commissioning, contracting, market development and resource management.
22. Manage assigned projects or programmes, ensuring that agreed outcomes are delivered on time, within budget and to the expected standard. Execute the project according to the agreed project plan. Monitor the progress of the project and make adjustments as necessary to ensure the successful completion of the project.
23. Ensure compliance with Council processes and procedures for project and programme design and procurement and ensure full compliance with standing orders, statutory and other regulatory requirements.
24. Define the scope of the commissioning project or programme and create a detailed work plan which identifies and sequences the activities needed to successfully complete. Develop a schedule for each commission that effectively allocates resources to the activities. Review the project schedules with the line manager and all other staff that may be affected by the project activities.
25. Prepare consultants briefs and tender documentation, select, appoint and manage consultants to ensure effective service delivery. Develop, manage, monitor and assess performance indicators for all contractors and consultants.
26. Lead teams consisting of engineers, surveyors, quantity surveyors, housing managers, finance staff and consultants to commission, contract manage, budget manage and cost control agreed projects and programmes.
27. Establish a communication schedule to update stakeholders including appropriate staff in the Council on the progress of the project or programme. Review the quality of the work completed with the project team on a monthly basis to ensure that it meets the project standards.
28. Monitor and approve all budgeted expenditures. Develop and monitor cash flow projections and report actual cash flow and variance to senior management on a monthly basis. Ensure that all financial records for the project or programme are up to date. Be accountable for, and control, project or programme expenditure including authorising payments.
29. Prepare and gain approval for all reports related to the project or programme and its procurement. Set up files to ensure that all project information is appropriately documented and secured.

30. Support consultation with customers on repairs and service charges that require Section 20 notices ensure follow on actions are recorded and feedback is taken into account.
31. Support the Council's channel shifting ambition, by promoting online transactions
32. Offer proactive resolution of customers' complaints and members' enquiries regarding the service ensuring all issues are remedied and a formal response is provided concluding the case within legislative framework.
33. Engage in organisational change activities and actively look for ways to improve service efficiency and develop a continuous improvement approach in service delivery.
34. Maintain accurate customer records in all required systems both in the office and out on site including logging of customer feedback and engagement activities in real time.
35. Attend meetings out of hours as required, including attending emergencies where necessary and / or as instructed
36. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
37. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
38. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
39. Undertake any other duties commensurate with the general level of responsibility of this post.

<b>DBS Status</b>	Not required
<b>Politically Restricted</b>	No

## Person Specification

<p><b>Specify the qualifications, experience, skills and abilities required on the basis of the Job Description.</b></p>	<p><b>To be identified by:</b>  Application Form(A)  Test/assessment (T)  Interview (I)  (Please indicate all that apply)</p>
<p><b>Qualifications and Professional Membership requirements:</b></p> <ol style="list-style-type: none"> <li>1. Educated to degree level or equivalent relevant experience</li> <li>2. Membership of CIOB or equivalent relevant experience</li> <li>3. PRINCE2 or equivalent project management qualification/training or demonstrable experience</li> <li>4. A strong commitment to personal development and continuous improvement</li> </ol>	<p>A  A  A  I</p>
<p><b>Knowledge (please specify all essential criteria):</b></p> <ol style="list-style-type: none"> <li>1. Comprehensive M and E knowledge</li> <li>2. A working knowledge of building construction, building maintenance techniques and building contract law and administration</li> <li>3. Able to diagnose building defects and specify suitable remedial measures and provide sound advice and guidance on complex technical information</li> <li>4. Knowledge of health and safety and relevant statutory legislation and its application to construction through the CDM regulations</li> <li>5. Knowledge of completing risk assessments and asbestos awareness</li> <li>6. A good knowledge of building techniques used in domestic buildings</li> <li>7. A good understanding of domestic building trades, including plumbing, electrical, carpentry, heating and wet trades</li> </ol>	<p>I  I  I  I  I  I  I</p>

<b>Experience (please specify all essential criteria):</b>	
1. Proven experience of working in the capacity of a building surveyor or M and E manager in the Housing/ Property Sector	I
2. Experience of managing complex and multiple maintenance and servicing contracts and programmes.	I
3. Experience of undertaking feasibility studies, consultant briefs, client briefs, design and procurement of major works projects.	T
4. Experience of consulting and communicating with clients and customers to provide advice on range of building related matters	I
5. Experience of providing effective commercial, financial, risk management, and contractual advice	I
6. Experience in monitoring risks relating to contracting and commercial development activities and developing mitigation and contingency management plans	I
7. Experience of coordinating health and safety on projects	I
8. Experience of undertaking site surveys, work inspections and work valuations	I
9. Demonstrable experience of providing detailed analysis and report writing	I
10. Experience of leading negotiations to achieve mutually agreed outcomes	I
11. Strong budget and financial management experience	I
12. Proven track record of excellent cost control, including effective supplier management	I
13. Experience of developing performance and monitoring systems for budgeting, forecasting, variance reporting, volume performance and KPIs	I
14. Experience of working proficiently across teams and with a wide range of internal and external colleagues	I
15. Relevant experience of dealing with a range of administrative tasks and competent in the use of standard Microsoft Office products such as Outlook, Word, PowerPoint, Project and Excel	I

<b>Skills and abilities (please specify all essential criteria):</b>	
1. Acts as an “intelligent” client by ensuring that the supply chain and contracts are managed with regard to the strategic needs and desired outcomes of the organisation	I
2. Able to work in a customer focused environment with excellent customer care skills and passionate about service excellence	I
3. Good understanding of key issues affecting the provision and maintenance of social housing assets	I
4. Strong analytical skills with the ability to assess and evaluate a range of options and able to think strategically and contribute to the overall success of the business	I
5. Able to manage budgets	I
6. Personally effective with excellent organisational skills and ability to plan and co-ordinate own workload, prioritise tasks and be self-motivating with the ability to work on own initiative, or within a team	I
7. Outstanding people management and leadership skills with the ability to secure results through staff by providing direction and support	I
8. Demonstrate the ability to be solution-focus, taking responsibility and taking action to promote great customer service, with a ‘Can Do’ attitude	I
9. Demonstrate the ability to work as a team towards common goals, creating a sense of team spirit	I
10. Ability to work ‘on the go’ using mobile technology.	I