

Job Description

POST TITLE: CONTRACT DELIVERY MANAGER
DIRECTORATE: NEIGHBOURHOODS AND HOUSING
SERVICE: PROPERTY AND ASSET MANAGEMENT
GRADE: PO11
LOCATION: LONDON BOROUGH OF HACKNEY
RESPONSIBLE TO: PROPERTY & ASSET MANAGEMENT HEAD OF SERVICE
RESPONSIBLE FOR: Up to 6 Project Managers, Senior Customer Relationship Officer, Senior Quantity Surveyor, apprentices.

PURPOSE OF THE JOB

This post is a key part of the Property and Asset Management team (PAM), and has a fundamental role in providing contract management, monitoring and delivery expertise relating to a portfolio of construction projects with combined values up to £50m, ensuring that contractors operate and perform in accordance with contract conditions, and ensuring that projects are managed in accordance with the principles of the Housing Asset Management Strategy.

You will lead the contract management of a group of construction contracts, managing a team of project managers, customer relationship officers, technical support officers and quantity surveyors. The post-holder will be responsible for ensuring that the contracts are managed successfully, and that works delivered meet all necessary requirements, such that planned programmes are delivered in an efficient and effective manner. This will include significant contribution to the ongoing development and review of contract and project management procedures.

The post-holder will play a key role in ensuring that planned programmes contribute to the council's wider strategic objectives for its stock as set out in the Housing Asset Management Strategy, and particularly in areas of fire safety, energy efficiency, design standards and accessibility.

The post-holder will also contribute to the design and procurement of new contracts.

As part of the PAM leadership team, you will play a leading part in ensuring that Hackney Council meets all of its statutory, contractual and regulatory requirements.

You will also provide a contribution to the overall leadership of the Housing department as a key member of the PAM Leadership Team, and liaise at a senior level with managers in relevant departments, including Building Maintenance and Regeneration to ensure that the council is delivering a coordinated approach to housing supply and maintenance.

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 take a proactive role, taking personal ownership and responsibility for the delivery of excellent customer services within the area; working closely with Property and Asset Management colleagues, Building Maintenance services, other housing colleagues, and contractors, to provide a seamless service.
3. To support and develop the vision and values of the Housing Directorate.

Key Accountabilities:

1. To act as Contract Administrator on capital works construction contracts (framework, long term, or stand alone contracts), including leading on programming of works, call off arrangements, contractor performance, overseeing projects through formal work stage approvals and contractual dispute resolution.
2. To be responsible for the successful delivery of the annual capital programmes assigned under the contracts, in accordance with the council's Housing Asset Management Strategy, performance indicators, resident consultation, governance and reporting procedures.
3. To contribute to the design and procurement of new contracts, including the selection of contract type, preparation of specifications, terms and conditions, evaluation criteria, leading on tender evaluation, post- tender negotiation and mobilisation.
4. To ensure that the scope of works within capital projects contributes to wider council strategic aims for the standards of homes, satisfies leasehold terms, incorporates resident consultation feedback, and is prioritised in accordance with the Housing Asset Management Strategy.
5. To ensure that all decision making under the contract is carried out in line with council procedures, especially in the area of financial controls. To maximise leasehold recharge under the contracts, through effective consultation.

6. To be responsible for the development of the strategic approach to commercial and contract management functions for a portfolio of PAM programmes and contracts as designated, and leading and developing cross-functional working initiatives and project teams.
7. To provide leadership and direction to Project Management, Customer Relationship, Project Support and matrix functions within the team.
8. To build a positive, effective capital works contract monitoring and delivery environment where there is a shared commitment to cost effective delivery, continuous improvement and high levels of customer satisfaction.
9. To be responsible for all contractual financial matters, including valuations, final accounts, cost control and advice on contract matters, including providing financial reports.

SERVICE SPECIFIC ACCOUNTABILITIES

1. To develop and implement effective contract management systems and strategies.
2. Provide leadership and advice on all commercial, technical and delivery aspects of contracts to senior managers and staff.
3. Be accountable for all Health and Safety and compliance matters on individual PAM contract works. Duties include producing Health and Safety plans under CDM regulations.
4. To ensure that the contractor fulfills necessary CDM requirements on contracts and to ensure Client CDM responsibilities are fulfilled on projects.
5. Lead the design and delivery of contractual performance management frameworks (integral to the commissioning phase and to contract delivery) that test the performance of contractors in delivering capital works.
6. Lead discussions with contractors on governance, performance and commercial and technical issues, including changes to contractual terms. Assume lead responsibility for risk management, mitigation and arrangements to manage risk, in accordance with the Council's risk management reporting arrangements.
7. Represent Housing Services in major disputes with contractors including the preparation, submission and successful agreement of claims.
8. Lead project related technical aspects of contracts and work with expert colleagues from within the Council to clarify problems and identify solutions, identifying risk and financial impacts, and mitigation strategies.
9. Provide and implement innovative practices within contract specifications

and briefs to ensure delivery of continuous high quality capital works in Housing Services. Ensure contract development draws upon market knowledge, business intelligence and research of the local and national building industry to inform options appraisals and strategic delivery within the capital works environment.

10. Be proactive in embracing the partnership principles and be an active member of a partnering team.
11. Work with contractors to agree appropriate improvement plans /process improvements / joint improvement projects/ savings initiatives as part of a healthy client contractor relationship and where service failure occurs or legislative change requires new ways of working. Monitor and report progress against agreed action plans, making recommendations where appropriate for contractual action to be taken, including enforcement of penalties.
12. Procure and negotiate specialist technical advice where required for individual projects or programmes, and/ or oversee the procurement of these services.
13. To appoint and manage consultants and contractors for projects and programmes within the portfolio area ensuring that they are properly and appropriately supervised and managed. To undertake technical investigations and report as required.
14. To produce standard briefs, technical specifications, policies and procedures and ensure that the contractual and technical competence of the team is maintained.
15. Ensure any Section 20 consultation requirements are identified and completed as necessary, in partnership with Tenancy and Leasehold Services.
16. Where legal proceedings result from projects, or are necessary to progress projects, to lead in providing all information, carrying out further investigations or preparing reports as required, and being able to act as an expert spokesperson for Hackney Council.
17. Monitor the output of data provided by contractors to set and manage the contract framework for risk, performance management and service improvement. Provide reports on findings to relevant stakeholders, making recommendations for improvements, and taking action as required.
18. Work with compliance management and clerks of works that contractors comply with health and safety, compliance and technical requirements and timeframes as per contract and that penalties as per the contract and KPIs are made as appropriate.
19. Ensure that the Council adheres to its responsibilities under all relevant

contracts and that risks related to these works are appropriately managed.

20. Be responsible for ensuring capital works projects are suitably delivered through the implementation of a robust programme and budget controls. Ensure cash flow is monitored closely and applications for payment are managed within rigid timescales.
21. Be responsible for the design and management of budgets and pricing related to commissioned works. Retain oversight and accountability for the management of invoice, payment terms and interim certificates relating to commissioned works in accordance with the relevant payment terms.
22. Negotiate and prepare contract variations to reflect agreed service improvements or changes to contract commercial terms, achieving value for money for Council residents.
23. Ensure timely production of programme spend and progress reports.
24. Oversee the production of effective resident engagement processes and plans.

Performance management and staff development

1. Recruiting, leading, motivating and communicating with staff to foster strong team work for the organisation's objectives; ensuring professional standards and productivity are maintained at the highest level.
2. Working collaboratively with the Head of Property and Asset Management (PAM), through your excellent people management skills, you will lead your team to provide a comprehensive property support service function across a significant geographical area coordinating capital and planned maintenance works.
3. To ensure that the workload of the team is managed, in accordance with agreed timescales and targets, complete regular one to ones to ensure that the roles are being carried out correctly and that any training needs are identified as well as team meetings.
4. Line management responsibility for the team, monitoring staff performance, monthly staff check-ins, annual reviews, monitoring sickness levels and training/development opportunities.
5. To provide effective leadership and direction to all employees within PAM, anticipate risks, its impact and exercise sound judgment in matters where the company may be exposed to risk at a sufficiently early stage to enable effective mitigation.
6. Lead on installing a culture of innovation and continuous improvement within the PAM Directorate.

Other duties and responsibilities

1. Commitment to Hackney Council vision and values.
2. Deputise for the Head of Service as required.
3. Undertake any other duties consistent with the purpose of the post.
4. Able to attend evening meetings and work flexibly.

Person Specification

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RESPONSIBLE TO: PROPERTY & ASSET MANAGER HEAD OF SERVICE

Skills and abilities

- Skilled, self-motivated leader and mentor with strong technical skills
- Able to think strategically, solve complex problems and apply new techniques and methods
- Strong inter-personal, relationship-building, influencing and negotiating skills
- Ability to implement and manage change in challenging circumstances
- Able to lead projects, manage time effectively and deliver timely and cost-effective results, with a high degree of planning and organisational skills
- Effective decision-maker, assessing risk and making sound judgements.
- Able to manage budgets and assess value for money of specialist technical services with strong commercial awareness
- Ability to present and report complex information with clarity appropriate to the audience: residents, staff and senior management.
- Strong people management skills, with the ability to motivate, inspire and empower a team of staff to deliver excellent services
- Able to work from heights, scaffold or ladder
- Able to work in confined spaces, with noise or dust etc, while wearing the correct PPE.
- An ability and commitment to comply with the Council's Equal Opportunities

policy and integrate these into service delivery and job responsibilities.

Experience

- Substantial experience in a similar role, preferably in social housing
- Experience of developing high performing teams and creating a culture of continuous improvement
- Experience and understanding of managing and defining working relationships with contractors to develop their service delivery in a complex contractual environment
- Experience of construction contract administration, managing contractor performance, evaluating and introducing new delivery models.
- Experience of managing partnering contracts
- Experience of managing service targets and evidence of their achievement
- Experience of public procurement for construction works

Knowledge

- Substantial knowledge of contract administration and commercial management of all forms of capital works contracts in relation to social housing, including associated regulation and legislation
- Knowledge of health and safety legislation
- Extensive technical knowledge, experience and understanding of construction details in all types of domestic dwellings, including high rise developments
- Knowledge of best practice in contract management and contract compliance
- Knowledge of EU procurement and e-tendering tools.
- Good understanding of construction health and safety regulations.
- Analytical and budgetary experience in assessing the viability of building contracts and their application
- Detailed knowledge of standard forms of building contracts and their application
- Knowledge of leaseholder legislation and associated financial administration is desirable.

Qualifications

- A degree level qualification in a relevant discipline e.g. surveying, architecture, engineering.
- A qualification in contract administration, or significant experience.

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