

ROLE DESCRIPTION

Role Title	Housing Capital Programme Contract Manager
Directorate	Community Services
Reporting to	Housing Capital Programme Manager
Grade	10
Evaluation Ref	AG1297
Job Family	EST10
<p>Deliver Housing Capital Programme contracts ensuring the objectives, targets and priorities of the Council are achieved whilst remaining compliant within statutory regulations.</p> <p>The Housing Capital Programme team undertakes approximately £20m per annum of spend on a range of improvement projects (including retrofit, compliance, and decent homes) to the 5,600 landlord properties within the HRA. Examples of contracts delivered include:</p> <ul style="list-style-type: none"> • Replacement kitchens and bathrooms. • Re-roofing. • Replacement windows and doors. • Installation and updating of door entry systems. • Upgrading insulation and ventilation. • Major environmental improvement programmes. • Electrical testing and remedial works. • Fire safety works (e.g., fire doors, emergency lighting and compartmentalisation). • Water safety works. • Deliver the annual capital programme for the service including decent homes, net zero and environmental works, capita programme environmental works, Water treatment plant replacement programme, Net Zero programme. • Provide high quality Housing Capital Programme service expertise to assist in the delivery of the Council's aims, objectives and operational planning. 	
Key Results Area	Accountability
Corporate Responsibilities	Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.



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<p>Operational Delivery</p>	<p>Deliver Capital Programme contracts across areas of responsibility, which are customer focused, deliver value for money and maintains properties.</p> <p>Assist in setting clear standards and performance targets to all Capital Programmes allocated to them and monitor and report on progress in meeting them.</p> <p>The role involves project management of large, complex projects within the social housing sector, including to occupied properties, to ensure all projects are delivered to cost, quality and time constraints. There is a high level of autonomy for each of these projects, which require multi-tasking of multiple projects, at differing stages of their project lifecycle, with a total annual value of c.£3m.</p> <p>Key aspects are budget responsibility, health and safety and delivery of a quality product whilst minimising the impact on residents' lives whilst work is in progress.</p> <p>Many of the projects are critical to minimise the risk to residents' and the public's safety (e.g. fire safety and water safety compliance activities), as well as to meet legislative and regulatory requirements, and maintain the future value of the Council's housing asset portfolio.</p>
<p>Statutory Responsibilities</p>	<p>Assist in the delivery and compliance of all statutory, corporate policy, and regulatory requirements to protect the Council and its services.</p> <p>Ensure all responsibilities for which the post holder is responsible are carried out in accordance with current Legislation, Government Policy, Regulatory Requirements, approved Codes of Practice and guidance and align with the Council's Corporate Plan, Business Plans and Service Plans.</p> <p>Assist on internal and external audits for all workstreams allocated to them.</p>

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<p>Management responsibilities</p>	<p>Undertake operational responsibility for the management and delivery of Capital Programme contracts allocated to them to achieve completion to agreed cost, quality and programme.</p> <p>Manage external contractors to deliver excellent performance at all times for all workstreams allocated to them.</p> <p>Deputise for the Housing Capital Programme Manager when required (the Housing Capital Programme Contract Manager required to undertake this responsibility at any given time will be dependent on which contracts are currently allocated to them).</p> <p>Assist in the integration of new services, functions, and staff into the team in line with corporate strategies and any future service change.</p> <p>Build and present business intelligence.</p> <p>Any other reasonable duties of a similar nature.</p>
<p>Contract Management</p>	<p>Facilitate the direction of activities by external contractors to ensure the delivery of contractual obligations are fully met.</p> <p>Ensure certification and performance reports are appropriately lodged and performance is recorded and shared with key stakeholders in a timely manner.</p>
<p>Stakeholder Engagement</p>	<p>Lead on communication and engagement with tenants, residents, public groups and Elected Members to build and maintain strong relations to support the service delivery of Capital Programme contracts allocated to them.</p> <p>Assist in providing property related guidance and awareness training to service delivery teams.</p> <p>Attend meetings with the Council and other organisations, including public groups as required, sometimes outside normal office hours.</p>



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Customer Engagement	<p>Actively engage with residents in relation to projects and assist in continually improving resident satisfaction with service delivery.</p> <p>Assist in identifying improvements to processes and systems to ensure the effective and efficient provision of the service to meet customer need.</p> <p>Ensure that subject service requests and complaints in relation to all workstreams allocated to them are promptly investigated and the finding(s) acted on in a timely and proportionate manner.</p>
Financial Management/Procurement	<p>Responsible for the effective management of the Housing Capital Programme budget for contracts allocated to them, including monitoring and ensuring the delivery of required works within budget. Individual contracts range from c. £10k to c. £3m.</p> <p>Lead the delivery of procurement activities for all Capital Programmes allocated to them ensure they are undertaken in line with corporate policy.</p>
Strategic Planning	<p>Assist in the preparation of business planning developing policy, procedures, and professional standards.</p> <p>Assist on internal and external audits and consider recommendations to improve service delivery of Capital Programme contracts allocated to them.</p> <p>Continuous improvement of processes and procedures.</p>
Complex problem solving	<p>Resolve complex, escalated problems relating to the contracts allocated to them to ensure a positive resolution is found and sets the precedent for Housing Capital Programme related issues, in line with corporate policy.</p> <p>Manage complex/risk projects and cases.</p>



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<p>Administrative Responsibilities/Systems</p>	<p>Ensure accurate records are kept for all Capital Programmes allocated to them and that appropriate reporting systems are in place.</p> <p>Use information technology and digital transformation to deliver an effective, efficient, responsive and e-enabled service.</p> <p>Implement appropriate quality systems, including post inspections of work undertaken, to ensure standards are met for all workstreams allocated to them.</p> <p>Develop tools, guidance notes and enable team to widen knowledge.</p>
<p>Building Responsibilities</p>	<p>Ensure that all works are undertaken in full compliance with contract specifications, plans, schedules of work, relevant legislation (including Planning and Building Control requirements), health and safety and best practice at all times.</p>
<p>Health and Safety</p>	<p>To take responsibility for ensuring all relevant health and safety requirements are in place and undertaken for all projects assigned to them, liaising with the Council's health and Safety team as required, and monitoring contractor works on site.</p> <p>Contribute to operational risk management activities, within the remit of the post.</p> <p>To take responsibility for your own health and safety, and that of anybody else who may be affected by your acts or omissions.</p>

Qualifications/Knowledge/Experience/Skills

Qualifications

Essential

- Relevant professional qualification (e.g. CIOB) or extensive experience in the construction sector.
- Good general standard of education (minimum to GCSE standard or equivalent, including English and Mathematics).
- Evidence of continuing development of professional and management skills, e.g. through training, qualification and/or experience.

Desirable

- Full membership of a relevant professional body, e.g. CIOB.
- Qualified to degree level or equivalent in a construction or related field.

Knowledge

Essential

- Relevant construction knowledge, including existing building types, forms of construction, and potential building pathology issues.
- Detailed knowledge of a range of building contract forms, including amendments.
- Knowledge of construction related health and safety legislation and requirements.
- Knowledge of relevant legislation, including Planning and Building Control requirements.
- Knowledge of Best Practice in project management, including PRINCE2 methodology.

Notes

Competencies / Attributes	Somerset Council has developed an attributes framework which will be a key component of the role this can be found on the council's website
Working conditions	Respond to emergencies, on occasion during unsocial hours, and participate in a rota to provide response cover. Attend meetings with the Council and other organisations, including public groups as required, sometimes outside normal office hours.
Working arrangements	Hybrid