

What's it all about

The Partnerships Officer is a key member of the Contracts & Strategy team and responsible for the ongoing development of our contractor relationships. You will be responsible for cultivating, managing and expanding strategic partnerships and collaborations. The role plays a crucial part in fostering relationships with external stakeholders to achieve our organisational goals and enhance our resident experience.

How you'll make a difference

- Ensure our contractors and suppliers are providing a consistently high-quality repairs service that delivers against the six customer priorities in the customer strategy
- Be a trusted and reliable Notting Hill Genesis presence, contributing to visits and inspections being completed on time and to a high quality
- Deliver well cared for homes and places where residents feel safe and a sense of pride through strong and effective contract management.
- Be part of a responsive service, where staff and resident queries and complaints are actioned thoroughly, timely and learning is taken forwards
- Recommend, oversee and develop a best-in-class supply chain that meets our targets and delivers continuous improvement.

How you'll do it

Operational

- Identify, research and assess potential repair service providers and suppliers to build a robust network of partnerships that align with our goals and values.
- Assist the Contracts & Partnerships Manager in negotiating terms, agreements and opportunities with repair partners to ensure favourable terms, pricing, quality and benefits to residents.
- Ensure the repair service meets Notting Hill Genesis quality standards and take corrective actions where necessary to address issues

- Support regular reviews with partners to ensure compliance with various standards, including safeguarding, contractor behaviour in our homes and social value.
- Collect, analyse and report on key trends and data, and use data driven insights to make informed recommendations.
- Collaborate with Finance and Procurement colleagues, along with your wider Contracts team to effectively manage repair costs and optimise our repair partnerships.
- Assist the Contracts & Partnerships Manager to develop strategies to grow and expand existing partnerships and leverage relationships to deliver continued benefits for residents.
- Support resident involvement with contract procurement and management.
- Continually monitor the quality and success of contractors, using data, analysis and insight to instigate appropriate improvements and recommendations.
- Assist in procurement activities in identifying and evaluating potential supply chain providers through a competitive bidding process.
- Work with all stakeholders and contractors to ensure KPI's are met, and processes/ procedures adhered to.
- Raise the profile of performance across the directorate, supporting colleagues to engage with and understand repair process.
- Collaborate across Operations in sharing information on contractor performance, identifying reasons for over/under performance and recommending actions to be taken.
- Ensure works are being carried out in a manner conducive with Health & Safety regulations and always being aware of your own Health & Safety status.



Working better together
for our residents

- Develop a good understanding of the profile of the contractors who provide services to us
- Contribute to the operational risk management activities within your team and the broader directorate.
- Attend contract meetings, as required.

General

- Ensure you follow the financial regulations, policies and procedures at Notting Hill Genesis
- Ensure you follow relevant Health & Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health & safety of others

Cross organisational working

- Foster effective working with Operational, Assets and Sustainability and Places and Estates teams, along with in-house and external contractors to ensure properties and places are well maintained now and in the future
- Ensure you act as the resident champion and advocate across all teams at NHG, escalating where necessary to deliver resident focussed outcomes
- Work with Central Services teams (HR, IT, etc) to develop strategies to improve service quality and delivery

All about you

Essential knowledge, experience and skills

Essential

- Good understanding of relevant legislation and statutory/regulatory requirements
- Skilled in data analysis (use of Tableau and PowerBI useful)
- Experience in contract management, project management or similar role.
- Proven experience in partner relationship management; preferably in a repairs environment
- Detail oriented and highly organised with the ability to manage multiple projects
- Problem-solving and decision-making skills.
- Strong negotiation, communication and interpersonal skills
- Customer focussed mindset

Desirable

- Proficiency in contract regulations
- Experience in formulating specifications, managing schedules of works and technical diagnoses