

Contract Officer

Assets & Sustainability

Overview

Role Purpose	Manage safety critical components and/or activities to ensure the necessary servicing, inspections, assessments, maintenance and/or repairs are carried out on time to ensure the safety of our residents and buildings. These activities will ensure we meet our statutory, regulatory, and corporate requirements, for the benefit and satisfaction of our residents
Responsible for	Management of the contractor(s) delivering: <ul style="list-style-type: none"> Planned servicing, inspections, assessments and/or maintenance activities to maintain compliance. Repairs and/or remedial work.
Reports to	Contract Manager (various positions)
Line management	N/A
Tier	Tier 9
Expectation Level	Colleague

Role relationships

Internal	<ul style="list-style-type: none"> Local officers of residents receiving services under your control. Finance team for payment services. Data team to maintain accurate asset records
External	<ul style="list-style-type: none"> Contractors delivering services under your control. Consultants supporting you to manage the services under your control. Residents in receipt of the services under your control.

Role accountabilities

- Manage contractors delivering services assigned to you to ensure they are delivered as specified.
- Ensure the components and/or activities are fully compliant with all relevant statutory, regulatory and corporate requirements
- Ensure contractors complete maintenance and repair services on time and to the standards expected.
- Ensure contractors have the appropriate third-party accreditation for their service specialism and that consultants are performing effective quality control.
- Lead regular, scheduled contract review meetings with the appropriate agenda to scrutinise contractual KPIs, discuss health and safety matters and hold the contractor(s) to account.
- Be the main point of contact for operational colleagues, contractors, stakeholders and residents for queries relating to your contracts or workstream.
- Deliver services that provide value for money for our residents and business and meet budget expectations.

Role accountabilities

- Explore innovative ways of delivering services taking advantage of new technology and best practice.
- Deputise for the Contract Manager when requested.

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Essential

- Experience of contractor and/or stakeholder management.

Desirable

- Awareness of property compliance requirements.

Professional expertise (know how & experience)

Essential

Desirable

- A working knowledge of the services under your control.
- An understanding of the statutory and regulatory requirements relating to the services under your control.
- An understanding of public sector procurement methods.

Skills

Essential

- Effective communication skills
- Relationship management
- Effective IT skills including intermediate MS Office skills

Desirable

Qualifications and/or professional membership

Essential

- GCSE (or equivalent) Grade A-C in English and Maths.

Desirable

- A recognised contract management qualification.

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a **colleague** expectation level and therefore you should refer to the **colleague** expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.