

# Commercial & Contracts Manager

## Assets & Sustainability

Overview	
<b>Role Purpose</b>	<p>To provide leadership and expertise surrounding managing supply chains and to support the Assets &amp; Sustainability directorate in effectively managing their contracts. This will facilitate the Assets &amp; Sustainability directorate in delivering our strategic and operational objectives and ensure that NHG residents get a high quality service that delivers value for money.</p> <p>The role sits in the Commercial &amp; Contracts team.</p>
<b>Responsible for</b>	<p>Supporting contract manager across Assets &amp; Sustainability to effectively manage contracts in order to ensure consistently high services are delivered to deliver against the customer priorities in the customer strategy.</p> <p>Work with our procurement team on extensions and variations to existing contracts.</p> <p>Undertake ongoing due diligence of the Assets &amp; Sustainability supply chain regarding safeguarding, ED&amp;I, social value, sustainability, insurance information etc.</p>
<b>Reports to</b>	Head of Assets – Commercial & Contracts
<b>Line management</b>	None
<b>Tier</b>	
<b>Expectation Level</b>	Operations Manager
Role relationships	
<b>Internal</b>	<p>Support Head of Commercial &amp; Contracts in various activities.</p> <p>Contract managers across Assets &amp; Sustainability to support in contract management activities.</p> <p>Procurement Team to support in extensions and variations of existing contracts</p> <p>Various central services teams (Safeguarding, Health &amp; Safety, Insurance etc.) to support ensuring policies are delivered through supply chain.</p>
<b>External</b>	<p>All Assets &amp; Sustainability Suppliers (c. 100 companies)</p> <p>All residents for resident engagement and feedback</p>

## Role accountabilities

### Supply chain engagement

- To collate and analyse performance data for all suppliers across Assets & Sustainability, sharing insights within NHG and the supply chain to drive improved performance.
- To identify and establish partnerships with external contractors across all areas of planned investment and compliance.
- To undertake work cross departmentally to align material supply chains where possible.
- To create and manage commercial relationships with key material suppliers (Boilers, Kitchens, Sanitaryware etc.)
- To engage with supply chain periodically to update on NHG progress against strategic objectives.
- To collate data from supply chain around sustainability, ED&I, complaints, H&S, code of conduct, NHG procurement charter and the like.
- To organise and lead on supply chain 'framework days' and wider supplier engagement events

### Contract management toolkit and audit

- To create and maintain a contract management toolkit to ensure contract managers across the department have appropriate tools and information to effectively manage their contracts
- Support contract managers with advice on how to improve the performance of their contracts.
- To provide training to contract managers on updates to the contract management toolkit
- Undertake regular audits of contract management activity across the department to ensure that colleagues are effectively managing their contracts

### Contract management

- To undertake a variety of non-operational contract management tasks and to work with the Data and Planning team to create dashboards to ensure contract managers understand performance against these activities
- Working with the insurance team to ensure that all suppliers have valid and appropriate insurance reviewed on an annual basis
- Working with the tenancy and partnership team to ensure social value is being delivered by suppliers
- Work with procurement to ensure suppliers have appropriate levels of financial standing.
- Work with safeguarding team to ensure contractors have embedded safeguarding policies
- To collate performance of suppliers against sustainability requirements.
- To work with the modern slavery team to ensure there is no modern slavery across our supply chain
- To ensure all operatives working for suppliers are trained on our the NHG contractors code of conduct
- To maintain a list of all live contracts across Assets & Sustainability
- To support the Head of Commercial & Contracts in undertaking value for money benchmarking
- To lead and oversee resident liaison, customer satisfaction surveys and associated analysis and incorporation into contract specifications.
- Develop and facilitate resident working groups to drive continuous improvement.

### Contract Variations/ Extensions

- To lead on the formal variations to contracts
- To lead on extensions to existing contracts
- To support the team in managing price increases/ indexation

## Role accountabilities

- To support the Head of Commercial & Contracts on long term procurements
- To support the Head of Commercial & Contracts on undertaking options appraisals for upcoming procurements across Assets & Sustainability

### General

- Generally contribute to an agenda of continuous improvement for business operations and product development to support the strategic objective of delivering good quality homes in great places to our customers.
- 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.
- Compile periodic reports on procurement and supply chain matters to the Assets and Sustainability and NHG governance community as required.

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

### Professional expertise (know how & experience)<sup>7</sup>

#### Essential

Experience of contractor, stakeholder and resident relationship management  
 Experience of contract management  
 Experience of performance management to improve service delivery and increase customer satisfaction.  
 Knowledge and understanding of contracts and supply chain arrangements in property development and construction.  
 Experience of public sector Procurement and understanding of Public Contract Regulations  
 Experience of analysing data and providing insights to colleagues.

#### Desirable

Experience in managing Compliance contracts  
 Experience in managing Planned Investment contracts  
 Experience of delivering Social Value  
 Experience establishing commercial relationships with material suppliers

### Skills

#### Essential

Excellent communication skills – both written and verbal (including presenting).  
 Attention to detail.  
 Strong analytical and creative problem-solving skills.  
 Ability to manage a varied workload and deliver to deadlines.  
 Proven ability to collate, analyse and present qualitative and quantitative data.

#### Desirable

Proven ability to identify shortfalls or opportunities for improvement, identify solutions, and then influence and drive adoption of continuous improvement practices.

<p>Effective general IT skills, including intermediate MS Office skills. Change management Relationship management</p>	
<b>Qualifications and/or professional membership</b>	
<b>Essential</b>	<b>Desirable</b>
<p>A relevant construction management, commercial management or procurement related qualification at minimum of level 4 (Higher National Certificate) or a degree at level 6 of an alternative relevant subject.</p>	<p>A relevant construction management, commercial management or procurement related qualification at minimum of Foundation Degree (Level 5) or a degree at level 6</p> <p>Member (or Fellow) status of the MRICS, MCIPS or MCIOB</p>

NHG Expectations
<p>NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.</p> <p>This role is an Operations Manager expectation level and therefore you should refer to the Operations Manager expectation profile in addition to this role profile.</p> <p>The full NHG expectations framework is available on our external job site page and intranet, Milo.</p>

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