



Estates Contract Manager

> Estates > Team/department

What's it all about

As Estates Contract Manager you will ensure that our cleaning and grounds contracts are designed and delivered with customers in mind to achieve high quality, value for money services that enhance our homes and neighbourhoods. You will also be responsible for the effective management and delivery of Estates compliance works and will support the Operations and Places teams to help ensure our homes are safe and compliance targets are met.

How you'll make a difference

You will ensure a flexible, responsive and "can-do" approach to meeting customers' needs. You will be required to communicate well and build a good rapport and understanding with residents whilst being demanding of contractors.

You will be based in the office and visiting schemes to understand/resolve issues and check/monitor standards of work along-with your team, contractors and local officers, ensuring all are committed to safe and clean environments for residents and the local community to enjoy.

How you'll do it

- Manage all aspects of Estates cleaning and grounds contracts to ensure delivery of high-quality cost-effective services. Develop good working relations with both contractors and customers and ensure that contractual obligations are consistently met or exceeded.
- Manage our Caretakers, ensuring that they are well supported to deliver the required standards at their schemes.
- Ensure that Estates responsibilities under the FRAs are closed as quickly and accurately as possible and issues of health & safety are dealt with promptly with relevant stakeholders kept informed.
- Manage the Estates Officers and the Estates Officer service ensuring staff are deployed effectively and workloads are delegated

appropriately; planning ahead of known peaks and troughs to ensure team operates at maximum efficiency.

- Continually monitor the quality and success of all contractors, using data, analysis and insight to instigate appropriate improvements and recommendations.
- Work with all stakeholders and contractors to ensure all KPI's are met and processes and procedure are adhered to.
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Hybrid arrangements – Depending on work and interactions required working from home may be possible one day a week

All about you

Our values

We succeed together

By working as one and respecting diverse perspectives, we support each other to consistently deliver better outcomes for our residents and communities.

We keep our word

We do what we say we will do, and act with integrity and ownership to build trust and provide the high-quality service people expect from us.

We do better every day

We are always looking for better ways to work and raising standards and strengthening communities through continuous improvement.

Essential knowledge, experience and skills

- Excellent customer service skills.
- Experience in contract management, project management or similar role.

- Strong negotiation and procurement skills.
- Excellent communication and interpersonal skills.
- Intermediate IT and systems skills including Microsoft office.
- This role is subject to a basic criminal record check (CRB) issued by the disclosure and barring service (DBS)