

# Contracts & Partnerships Manager



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for our residents

## > Operations > Repairs > Repairs Operations & Voids

### What's it all about

As Contracts & Partnerships Manager, you will have a crucial role in maintaining and developing strategic partnerships with external service providers and contractors to ensure efficient and high-quality repairs and maintenance services for our clients, and that our partners fulfilling their social value obligations.

The role requires strong interpersonal, project management and negotiation skills, as well as a deep understanding of the repairs and maintenance processes and a commitment to ensuring a great customer experience...

### How you'll make a difference

- Ensuring our contractors and suppliers are providing a consistently high-quality repairs service that delivers against the six customer priorities in the customer strategy.
- A trusted and reliable NHG presence, making sure all visits and inspections are completed on time.
- Delivering well cared for homes and places where residents feel safe and a sense of pride through top class contract management.
- A responsive service, where staff and resident queries and complaints are actioned thoroughly, timely and learnings are taken from feedback
- Recommend, oversee and develop key strategic relationships that help to meet our targets and delivers continuous improvement.

### How you'll do it

#### Leadership

- Establish and maintain a culture of service improvement, supporting your team to deliver change projects to meet developing and evolving customer needs.
- Effectively promote collaborative approaches to engage teams to work successfully to deliver the objectives of the Better Together strategy.

- Provide relevant senior level advice and guidance as required.
- Take responsibility for your own development, ensuring any gaps are identified and a learning plan put in place. Ensure every member of staff has a clear objective and learning plan

#### Operational

- Identify and establish partnerships with external contractors such as Wates and Plentific and future supply chain partners.
- Act as the key point of contact for internal and external stakeholders in relation to Plentific related activities, including the oversight of the DPS product.
- Develop and implement social value activities including collaborative opportunities for apprenticeships and sponsorships.
- Collaborate with cross functional teams, including all Operational business and colleagues in Assets, Finance, Central Services and IS&C to ensure alignment and effective implementation of contracts and repairs partnerships.
- Keep abreast of changes to legislation and industry standards, providing guidance and recommendations.
- Evaluate potential partners based on their capabilities, reliability and pricing to ensure alignment with our Better Together strategy and company standards.
- Negotiate and implement contracts and projects that build on existing SLA's and deliver long term benefits to NHG.
- Oversee the execution of repair related projects to ensure timely completion.
- Collaborate with internal stakeholders and residents to coordinate contract activities effectively.



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- Develop and facilitate resident working groups to drive continuous improvement.
- Maintain open and transparent communication with clients, partners and internal teams to ensure ongoing operational success.
- Raise the profile of partnership opportunities across the directorate.
- Contribute to the operational risk management activities within your team and the broader directorate.

#### General

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

#### Cross organisational working

- Foster effective working with the Operational, Assets and Places & Estates teams, along with in house and external contractors to ensure properties and places are well maintained now and in the future
- Ensure you and your team 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

### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at leadership level.

### Essential knowledge, experience and skills

Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.

#### Essential

- Experience of building and developing key business relationships
- Experience of contracts and contractor management
- Experience of working within the repairs sector
- Experience in formulating specifications, and contract documentation
- Experience of writing and disseminating technical reports
- Good understanding of the relevant legislation, statutory and regulatory requirements

#### Desirable

- Relevant building/contract management qualification