



Working better together  
for our residents

# Contracts Officer

> Operations > Repairs > Contracts & Strategy

## What's it all about

As a Contracts Officer you will play an important role in ensuring the effective delivery of repairs and maintenance services for our homes. This role is responsible for monitoring and assessing the performance of contractors, analysing data and implementing strategies to improve efficiency and quality in the delivery of the repairs service.

The role goes beyond reporting what has happened and looks to make meaningful improvements to the services we offer, and puts our residents at the heart of what we do, maintaining and caring for our homes and, collaborating with colleagues to achieve the best outcomes for our residents.

## 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 a best in class supply chain that meets our targets and delivers continuous improvement.

## How you'll do it

### Operational

- Oversee the management of contracts with repair and maintenance service providers to create a best in class supply chain that puts residents at the heart of the service.
- Establish key performance indicators to evaluate contractor performance and regularly review and assess performance against these, identifying areas for improvement.

- Assist the Performance Lead, Regional Repair Leads, Repair Officers and Local Officers in the management of contractor performance.
- Continually monitor the quality and success of all 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 all KPI's are met and processes and procedure are 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.
- Contribute to the implementation of effective void monitoring systems and process, ensuring they are supported by quality analysis and reporting.
- Ensure works are being carried out in a manner conducive with Health & Safety regulations and always being aware of your own Health & Safety status.
- Develop a good understanding of the profile of properties within your region, the contractors who service these and the colleagues you support.
- Provide technical expertise to support colleagues in delivering a best in class void service
- Contribute to the operational risk management activities within your team and the broader directorate.



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- Assist with the monitoring of agreed performance indicators across contractors and consultants, and initiate improvements as required.
- Attend contractor meetings, as required.

### General

- Ensure you follow the financial regulations, policies and procedures at NHG
- 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 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 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 staff level.

### Essential knowledge, experience and skills

#### Essential

- Experience in contract management, project management or similar role.
- Strong negotiation and procurement skills.
- Excellent communication and interpersonal skills
- Proficiency in contract regulations
- Experience in formulating specifications, managing schedules of works and technical diagnosis
- Experience of contractor management
- Experience of writing detailed contract proposals
- Problem-solving and decision-making skills.
- Good understanding of the relevant legislation, statutory and regulatory requirements
- Customer focussed mindset