

# Head of Contracts & Commercial Partnerships



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## > Repairs > Contracts

### What's it all about

This is a senior leadership role within the Operations Directorate, responsible for setting the strategic direction and day-to-day effectiveness of NHG's outsourced repairs supply chain.

The role exists to ensure our repairs contracts operate as true partnerships, founded on transparency, shared accountability and continuous improvement.

You will act as the organisation's intelligent client, creating the conditions for suppliers to succeed while ensuring strong governance, value for money and improved outcomes for residents.

### How you'll make a difference

- Embedding a partnership-led approach to contract management that enables suppliers to perform at their best
- Ensuring our repair contracts deliver high-quality, reliable and timely repairs service that delivers against the six customer priorities in the Customer Strategy
- Creating clear governance and accountability, reducing disputes and service disruption.
- Driving continuous improvement across contracts using performance insight, learning and shared problem solving.
- Helping to provide well cared for homes and places where residents feel safe and a sense of pride
- Supporting residents to live well, remain in their homes and get on with their lives

### Why this role matters

This role is pivotal to ensuring NHG's new repairs contracts represent a step-change in how we work with suppliers – moving away from transactional oversight towards genuine partnerships, mutual accountability and shared success.

Done well, this role will ensure our contracts not only run smoothly, but continuously evolve to

deliver a better, more reliable service for residents.

### How you'll do it

#### Strategic Leadership

- Act as the senior owner of all repair's contracts, supply chain relationships and commercial frameworks
- Build and sustain strong, mature partnerships with our Tier 1 partners and specialist suppliers, based on trust, transparency and shared objectives
- Set clear expectations for performance, behaviours and improvement, holding partners to account while fostering collaboration
- Lead the development of commercial and contract strategies that align supplier delivery with resident outcomes and customer priorities
- Provide strong and effective leadership and implement a culture of high performance across teams

#### Contract and Commercial Management

- Work closely with Finance, Procurement and Legal colleagues to ensure compliant, efficient and value for money arrangements
- Oversee the mobilisation, effective management and continuous improvement of all repairs and maintenance contracts
- Ensure robust commercial controls, performance frameworks and risk management arrangements are in place
- Lead regular contract performance reviews with suppliers to ensure delivery of agreed outcomes and compliance with SLA's
- Use data, insight and assurance to identify trends, mitigate risk and drive proactive intervention
- Lead the development and oversight of supply chain models, including frameworks, DPS and specialist provision



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- Manage contract variations, renewals, disputes and terminations with a commercially sound approach

#### **Operational Excellence**

- Champion a culture of performance, accountability, and service excellence across internal teams and contractors
- Identify and rectify service bottlenecks or underperformance through process reengineering and contractor engagement
- Benchmark services against peers and industry best practice to identify gaps and opportunities
- Implement effective KPI frameworks and ensure all providers meet or exceed performance targets

#### **Data and Insight Driven Decision Making**

- Use data analytics to identify trends, risks, and opportunities, shaping operational and strategic decisions
- Monitor and report on strategic KPI's to executive stakeholders and recommend course corrections where necessary.
- Oversee the creation of dynamic dashboards for contract monitoring, workforce productivity, and customer satisfaction
- Promote a data-led culture across teams to inform forecasting, budgeting and long-term planning

#### **Cross-Organisation Working**

- Build strong relationships with operational, asset and customer teams to ensure contracts support effective service delivery
- Act as a resident advocate, ensuring supplier performance translates into meaningful customer outcomes
- Collaborate with transformation, systems and change teams to improve service quality, insight and delivery models

- Provide clear, evidence-based updates and recommendations to senior leadership and governance bodies
- Engage resident voice panels on service design and improvements, ensuring the customer perspective informs decisions

#### **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
- Ensure your teams act as the resident champion and advocate across all teams at NHG, escalating where necessary to deliver resident focussed outcomes

#### **Measures of success**

- Delivery of strategic initiatives and improvements
- Strong contractor performance measured KPI's, cost savings and risk reduction
- Customer satisfaction and service quality metrics
- Efficiency gains from process or data interventions
- Staff engagement and cross-departmental collaboration

## **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



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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.

### Essential knowledge, experience and skills

#### Essential

- Proven senior leadership experience in contracts, commercial management, or strategy within a repairs and maintenance or property services environment
- Strong understanding of contract law, procurement frameworks (e.g. NEC, JCT), and supplier relationship management
- Demonstrable experience in shaping and delivering business strategy and driving operational improvement
- High level of commercial acumen and experience reviewing large scale budgets and contracts
- Advanced data literacy; able to interpret, model and present complex data to inform decision making
- Experience leading change programmes and managing cross-functional teams
- Experience of developing and maintaining strategic partnerships with key stakeholders and potential business partners
- Evidence of excellent customer service achievements in a complex service delivery environment.

#### Desirable

- Experience in social housing, local government or other regulated sectors

- Relevant technical qualifications or accreditation in RICS, MCIQB, CIOB, ACIOB, CIH
- Knowledge of statutory and compliance obligations relating to property maintenance (e.g. Decent Homes, Awaab's Law)

#### Key Competencies

- Strategic thinking & commercial judgement
- Leadership & team development
- Stakeholder & relationship management
- Analytical and data-driven decision making
- Risk and compliance awareness
- Negotiation & contract governance
- Change management & innovation
- Strong intellect with the ability to analyse