

M&E Contract Manager

Assets & Sustainability

Overview	
Role Purpose	Lead a team of contract officers to manage our M&E services to ensure our equipment is well maintained, and meets statutory, regulatory and corporate standards for the benefit, health and safety of our residents.
Responsible for	<ul style="list-style-type: none"> Contract management of suppliers Performance of M&E equipment in terms of compliance and repairs M&E budget
Reports to	M&E Operations Manager
Line management	Contract Officers and Team Co-ordinator
Tier	Tier 7
Expectation Level	Team Manager
Role relationships	
Internal	<ul style="list-style-type: none"> Operational managers and their teams whose residents benefit from M&E services. Finance team for payment services. Data team to maintain accurate asset records.
External	<ul style="list-style-type: none"> Suppliers delivering M&E services. Consultants supporting us in managing M&E services. Residents in receipt of M&E services.

Manager / leadership criteria	
Functions	Compliance
Staff reports	Total: 7 Direct: 7 Indirect: 0
Budget size	c.£8m per annum
Specific designated, regulatory compliance requirements	M&E compliance including Statutory Inspections of lifting equipment.
Other key data (i.e. size of operation, units managed, size of programme etc)	The team works across all tenures providing M&E services benefitting c.65,000 households.

Role accountabilities

- Manage the performance of the contract officers to ensure M&E services are delivered as specified.
- Provide advice and support to operational colleagues relating to M&E services.
- Ensure our contractors have the appropriate third-party accreditation for their service specialism and that consultants are performing effective quality control.
- Ensure new M&E services are appropriately commissioned and accepted into the portfolio.
- Participate in the procurement and commercial evaluation of contracts relating to M&E services, including meaningful resident involvement.
- Ensure maintenance and repair services delivered by contractors meet the standards detailed in the contract and specification.
- Work with the team, the Engineering Manager and operational colleagues to develop the planned investment programme for M&E services.
- Be responsible for the compliance and repair performance for M&E services.
- Deliver services in line with our policies, procedures and processes to deliver cost effective M&E services and address key areas of risk.
- Support the implementation of new processes regarding any new legislation in respect of our landlord obligations.
- Be the first escalation point for enquiries and complaints related to M&E services.
- Support and develop your team to enable them to become high performing and creative.
- Deputise for the M&E Operations Manager when requested.

General

- 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.
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

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

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.

Desirable

- Experience of working with public sector procurement process

Professional expertise (know how & experience)

Essential

- Knowledge of M&E services and the applicable statutory and regulatory requirements relating to these services.

Desirable

Skills

Essential

Desirable

- Staff management
- Commercial awareness
- Performance management
- Change management
- Relationship management
- Effective IT skills including intermediate MS Office skills

Qualifications and/or professional membership

Essential

- GCSE (or equivalent) Grade A-C in English and Maths.

Desirable

- Professional member of a body relevant to M&E management
- A degree or relevant qualification in a relevant discipline.
- A recognised contract management qualification.

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a **Team Manager** expectation level and therefore you should refer to the **Team Manager** expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

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