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| Service and job specific context statement |
| **Directorate:** | Central Services |
| **Service:** | Strategic Resources, Property Service |
| **Post title:** | Property Contracts Manager (Hard FM) |
| **Grade:** | M |
| **Responsible to:** | Hard FM Manager |
| **Staff managed:** | Manages a team of specialist professionals |
| **Date of issue:** | July 2018 |
| **Job family:** | **P&T - Professional & Technical**  |

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| Job context |
| This post will be responsible for the contract management of the County Council’s Compliance and Responsive maintenance contractors and for ensuring that appropriate commercial and performance management, contracts process management (including risk management), supplier relationship management and governance are applied over the life of the contract.The County Council has a property portfolio consisting of over 600 properties and which includes schools, corporate offices and other service delivery accommodation and non-operational properties which include a farms portfolio. The arrangements for the management of the portfolio have developed over a number of years, including through the centralisation of the management responsibilities for corporate offices and service delivery accommodation and the establishment of a ‘Corporate Landlord’ model in 2013. As a consequence the Property Service is responsible for the management of all operational and non-operational property, and also retains some responsibilities for the management of schools. In addition to the management of its portfolio the Property Service also delivers a number of services on a commercial basis to schools and other third party organisations.Arising from the 2020 North Yorkshire Programme there is a requirement for the operational property to be utilised with greater efficiency, whilst remaining safe and fit for purpose, in order that savings can be achieved in respect of property expenditure. There is also a requirement, working with others within the County Council, to ensure that commercial opportunities arising from the wider portfolio are identified and developed.The postholder will be responsible for the management of one member of staff, and for the provision of advice, guidance and training to other staff within the Hard FM Section, with the objective of ensuring that contract management arrangements ensure the provision of value for money being obtained in the delivery of repairs and maintenance services.The postholder will also provide support to the Hard FM Manager in the development and / or implementation of future strategies and policies. |

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| **Structure** |

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| Job Description |
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| Job purpose | The purpose of this job is to provide contract management in respect of the County Council’s Property Compliance and Responsive Maintenance Contractors |
| Operational management | * Responsible for providing contract management in respect of the County Council’s Compliance and Responsive Maintenance contracts to ensure that high quality and value for money are obtained
* Contribute to the determination, and management the implementation, of the approach to the management of the contractual arrangements utilising information about Best Practice
* Ensure that performance management regimes are adhered to over the life of contracts. This will include ensuring that performance management information is provided, reviewed and reported, and coordinating work with contractors to ensure that planning for service improvement is undertaken.
* Ensure that commercial process management is undertaken in accordance with Best Practice. This will include change management, risk management, dispute resolution, document management, contingency planning, exit planning, managing key contractual events as agreed with the Hard FM Manager
* Ensuring that best practice supplier relationship management is undertaken during the duration of contracts
* Ensuring that agreed governance arrangements are adhered to during the duration of contracts
* Support the Hard FM Manager in ensuring that major changes are properly planned and that necessary revisions are made within either the contractual arrangements and / or their operation.
* Investigate and manage complaints received in respect of the contracts
* Maintain effective working relationships with the Procurement and Contracts Management Service to ensure that operational arrangements are consistent with corporate arrangements and that performance is reported and reviewed.
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| Communications | * Communicate with a range of internal and external stakeholders to promote the detail of the contracts, developments, associated issues etc
* Contribute to relevant groups as required by the Hard FM Manager
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| Partnership / corporate working | * Liaise with colleagues within the Property Service and across the County Council to gain an understanding of the requirements for repairs and maintenance services
* Work with the procured contractors to ensure that outcomes are achieved
* Represent the Service or team at intra and inter agency meetings
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| Resource management | * Carry out people management activities such as recruitment, development and absence management and the management of performance in accordance with corporate performance management arrangements
* Support the Hard FM Manager in delivering transformational change through the delivery of innovative solutions to service delivery and development, and the modelling of positive behaviours
* Support the Hard FM Manager in delivering high standards of performance against agreed indicators
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| Systems and information  | * Use, and promote the use of, systems and information in service management and delivery as appropriate
* Monitor information in respect of emerging and best practice within areas of responsibility
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| Strategic management  | * Contribute to the development of policy and practice within the team, and to implement change within agreed areas
* Contribute towards the annual service planning process, including the identification of team objectives and appropriate KPIs
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| Safeguarding | * Promote awareness of, and manage, safeguarding issues as required within the context of contracts
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| Person Specification |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge* Detailed knowledge of the construction industry and its operation
* Detailed knowledge and understanding of standard forms of construction contracts and frameworks, contract documentation, systems and processes
* Knowledge of the issues around the management of contractors and their implications for the delivery of services
* detailed knowledge and awareness of the issues affecting the construction industry
* Knowledge of risk management within the context of a construction industry context
* Demonstrable understanding of equality and diversity in employment and service delivery
 | * Knowledge of the JCT suite of contracts
* Knowledge of issues affecting local government
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| Experience* Significant experience of the management of a property contracting supply chain, including effective performance management of contractors
* Experience of using standard of construction contracts
* Experience of the co-ordination, collation, analysis and reporting of complex information from a range of sources
 | * Experience of using the JCT suite of contracts, including specifically the JCT Measured Term Contract
* Experience of contractor management within a contractor or consultant environment
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| Occupational Skills* Excellent commercial acumen, specifically within the context of the management of construction contracts.
* Analytical skills covering written, graphic, numeric and statistical information and involving risk assessment.
* Strong interpersonal and relationship building skills. Strong people management skills and leadership qualities.
* Development, monitoring and application of procedures to ensure a consistent delivery of service
* Implementation of strategic and tactical approaches in relation to contract management, including working with a broad range of colleagues and stakeholders
* Effective problem solving skills
* ICT skills, including Microsoft Excel and Word (or equivalent)
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| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role* A professional qualification related to the property or construction industry or equivalent demonstrated through knowledge or experience
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| Other Requirements* Ability to travel across the County
* Ability to work flexibly, including attending meetings outside of normal working hours
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| Behaviours  | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

NB – Assessment criteria for recruitment will be notified separately.
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.