

## JOB PROFILE

**JOB TITLE:** Repairs and Maintenance Commercial Manager

**REPORTING TO:** Director of Assets and Sustainability

**TEAM:** Assets and Sustainability

### JOB OVERVIEW

To lead the effective commercial client management of ForHousings repairs and maintenance (R&M) contracts to ensure that these deliver excellent services to tenants and represent value for money. The role will include ensuring that the contract requirements are delivered, managing payments and variations, managing performance in line with the contract framework and dealing with any contractual matters.

### ABOUT FORHOUSING AND THIS ROLE



**Respect**



**Trust**



**Openness**



**Passion**

With tenants at the core of everything we do our values shine through and drive our behaviour.

### ABOUT FORHOUSING

Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained, sustainable homes and deliver customer focused, equitable and efficient services. And we always want to do better.

Through our tenant focused, inclusive and agile culture, ForHousing is a place where everyone can thrive and be themselves.

### ABOUT THE ROLE

You'll work to positively impact tenants and their communities by:

- Ensuring that through effective contract management the R&M service delivers excellent services to tenants, represents value for money and ensures that ForHousings homes remain well maintained.

- Administering the monthly payment application processes in line with the contract and the Construction Act including agreeing variations and issuing any pay less notices within required timescales.
- Working closely with the ForHousing maintenance manager to support the ongoing improvement of the service and associated increase in tenant satisfaction.
- Applying the contract performance management arrangements including receiving and analysing performance data, agreeing monthly performance against targets with the contractor and where necessary applying payment deductions in line with contract mechanism.
- Being a key member of the Core Group, the R&M Monthly Performance Review Meetings and the Annual Contract Review Meetings and being involved, amongst others, in measuring and agreeing current performance and future targets, reviewing Schedule of Rate (SOR) adjustment allowances, monitoring contract delivery, addressing any underperformance, agreeing service improvements, and setting variation authorisation levels.
- Reviewing the annual adjustment that will be applied to the SOR, taking into account inflationary increases in line with the contract mechanism and considering any areas of activity or materials/products where the contractor considers that an additional increase may be justified.
- Being a key member of the Homes senior management team and assist and support the Director of Assets and Sustainability and the Group Director of Homes in the effective and efficient management and operation of the Homes Team.
- Providing support and advice when necessary to colleagues within the Homes team regarding any contractual matters including amongst others procurement, contract drafting, contractor claims, final accounts and contractual disputes.
- Setting budgets for future R&M expenditure and monitoring expenditure and the predicted end of year position throughout the year.
- Analysing the content, frequencies and profile of R&M orders and expenditure and feeding recommendations through to the planning team regarding the proactive measures that can be taken to reduce reactive expenditure down over time.
- Preparing Board and Committee reports and presenting to a range of audiences in relation to R&M services.

## WHAT WE ALL NEED TO DO

- Things can change so we may ask you to carry out other duties to make sure we continue to meet organisation and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary
- Our strategic Outcomes are the things we aim to deliver together through our strategies. You will play an important part in what we will achieve. We encourage you to find new or improved ways of working to help make good things happen every day

- You'll help make sure we continue to maintain and even exceed expectations, performance, and compliance standards. At the same time you'll seek best value for money in every part of the job
- If you access commercially sensitive or personal information that may be covered by the Data Protection Act you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything
- We thrive in an inclusive environment, where everyone is valued. You'll need to familiarise yourself with our equity, diversity and inclusion policies, to help make sure we deliver a person focused service
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- You'll need to carry out any personal development activities which will support you in your job and help you continually innovate and reach your full potential
- From time to time you may need to undertake other tasks commensurate with your role.

## Person Specification:

**Assessment Key:** AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> <li>➤ HND, HNC or Degree in Asset or Property Management related area</li> <li>➤ Evidence of Continual Professional Development in Quantity Surveying/Commercial Contract Management</li> <li>➤ MCIOB, MRICS or MCIOH (desirable)</li> </ul>	AF/I  AF/I  AF/I
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> <li>➤ Experiencing in managing construction related contracts including dealing with any performance issues, paying valuations and agreeing variations and final accounts</li> <li>➤ Experiencing in setting and monitoring large budgets</li> <li>➤ Good understanding of construction contracts and the associated legal principles</li> <li>➤ Experience in organising and chairing contract meetings</li> <li>➤ Experience of writing and presenting professional reports to Boards, Committees and other forums</li> <li>➤ Strong contract negotiating and influencing skills</li> <li>➤ Evidence of establishing effective and productive relationships</li> </ul>	AF/I  AF/I AF/I  AF/I AF/I
Skills and abilities	<ul style="list-style-type: none"> <li>➤ Ability to examine and analyse data in order to make recommendations</li> <li>➤ High level of IT skills including Microsoft office software, using analytical tools such as Power Bi and R&amp;M work management systems</li> </ul>	AF/I  AF/I



	<ul style="list-style-type: none"> <li>➤ Strong leadership skills and ability to direct and motivate colleagues</li> <li>➤ High level of communication skills including written and verbal plus the ability to deliver presentations</li> <li>➤ Able to make professional commercial business judgements on the information available.</li> <li>➤ Highly organised and ability to prioritise workload, manage resources and meet deadlines through peaks and troughs</li> <li>➤ Work effectively as part of a team and using own initiative</li> <li>➤ Able to consistently achieve targets and deliver excellent customer service in a rapidly changing environment</li> <li>➤ Ability to displays resilience and emotional intelligence to be able to cope with difficult situations and handle them well, demonstrating understanding and empathy</li> </ul>	AF/I AF/I AF/I AF/I AF/I AF/I AF/I
Personal qualities	<ul style="list-style-type: none"> <li>➤ A strong commitment to deliver high quality customer services</li> <li>➤ Ability to behave in a professional, corporate, measured and effective manner at all times in line with the requirements and seniority of the role</li> <li>➤ Leadership skills that inspire colleagues to work effectively both individually and as a team in a changing environment</li> <li>➤ Remains positive always even under pressure</li> <li>➤ To be able to work closely and productively with colleagues on joint projects within a team environment.</li> </ul>	AF/I AF/I AF/I AF/I AF/I
Other	<ul style="list-style-type: none"> <li>➤ Holds a valid driving licence and has a car available for work (desirable)</li> <li>➤ Flexible and able to work outside normal working hours to meet business needs, including occasionally attending evening and weekend meetings</li> </ul>	AF/I AF/I

