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a safe place to  
call home.

Company Limited by Guarantee number 1741926  
Charity Number 287779  
Registered in England as Single Homeless Project



Single  
Homeless  
Project

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**Job title:** Maintenance Contracts Officer  
**Delegated Authority:** Level 8  
**Team:** Housing Services  
**Responsible to:** Maintenance Manager  
**Responsible for:** N/A

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## Job purpose



The post holder will work collaboratively within the Housing Services Team, supporting delivery of a centralised service and maintenance programme to our accommodation services.

The role priorities include developing, negotiating, evaluating and ongoing monitoring of suppliers that provide contracted service provision as well as a bank or responsive repair contractors.

You will be responsible for organising and reviewing invitations to tender, monitoring of due diligence compliance as well as quarterly monitoring meetings of current contracts.

Through effective coordination and communication with internal and external partners, you will broker new contract opportunities with a range of service suppliers, ensuring appropriate SLA's are in place and suppliers deliver services that are complicit with these, and contracts are awarded against SHP Delegated Authorities.

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## Key accountabilities

### Contract Administration & Procurement

- To maintain SHP's database of service contract suppliers and responsive repairs approved suppliers, ensuring all due diligence, and required compliance information is kept in date.
- To identify appropriate suppliers to be invited to tender for award of service contracts, or responsive repairs approved suppliers.
- To provide administrative support to tender processes, ensuring that tender specifications are accurate to the service needs, and to monitor contract expiry dates.
- To assist with creating new suppliers within CRM to allow for invoice payment, working with the Maintenance Manager by ensuring all new supplier information and supporting documentation is obtained.
- To ensure that approved and accurate Service Level Agreements are issued to suppliers and are signed off at correct delegated authorities.
- To support annual service charge setting, by reviewing service provision with teams, and negotiating any contract price increases, contract changes, and getting comparative quotes where needed.
- To liaise with SHP accommodation managers and teams, to identify service specifications for each contracted service, and actively seeks feedback on performance against those specifications.
- To maintain service contract and repairs approved supplier contact details, approved parameter of works and agreed pricing schedule, accessible to all staff.
- Organise, lead and minute take during quarterly contract review meetings to support the maintenance manager in assessing progress on the service they are providing, including negotiating improvement plans to address performance concerns.
- To issue notice to contractors to bring contracts to an end, and keep accurate records of these.

### Maintenance Support

- Work collaboratively to support the wider Maintenance and, Health and Safety Teams where needed by organising and overseeing routine works and appointments that are the responsibility of approved contractors, and dealing with contract queries as they arise.
- Ensure communications with clients and/or services to facilitate adequate notice and access arrangements.

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- Conduct on site visits and inspections to assess contractor work where necessary.

## **Information Management**

- In line with SHP's client contact recording policy and procedure to record all client contact appropriately and accurately on the SHP business systems.
- To share information appropriately with colleagues and others involved with individual clients within the confines of the confidentiality policy and procedure and in accordance with data protection.
- To ensure compliance with document controls in accordance with ISO.

## **Partnership Working**

- To take personal responsibility for a professional approach that enhances the reputation of the service both internally and externally and meets the organisational code of conduct.
- To work in partnership with other SHP staff, our Registered Provider partners, and other stakeholder organisations to coordinate and share information to ensure the provision of effective service contracts and ad hoc responsive repairs.
- To assist in communication with contracted suppliers in the event of any incident or complaints involving supplier performance, staff welfare, and support with any investigations related to any such incidents or complaints.
- Work closely with internal central departments including maintenance, Health and Safety and finance.
- To assist day to day monitoring of contracts, by providing service teams with detailed annual schedule of all contracted services, with planned attendance dates and schedule of works.

## **General Data Protection Regulation**

- To personally comply with internal GDPR policies with regards to management of client data.
- To ensure that all service contractors and approved suppliers understand SHP's GDPR and safeguarding principles and obtains written agreement to operate within them.

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## Customer Services

- To promote and encourage use of the complaints, and anti-social behaviour reporting procedures to ensure our clients voices are heard.
- To respond to enquiries, complaints, incidents, safeguarding, reports of anti-social behaviour in a sensitive and a professional manner.
- Liaise with clients, SHP staff, and Registered Providers and appointed contractors to ensure effective procured contractors are appointed.
- Acting as the primary point of contact for service contractors.
- Ensure any issues are rectified speedily to prevent disruption to service provisions.

## Health and Safety

- Take responsibility for compliance with the organisational Health and Safety policy and procedure, to ensure personal safety and that of clients, colleagues, contractors and other visitors at all times.
- Ensure all procured contracts comply with organisational and national legislation.
- Ensure accurate and up to date supplier documents and certificates are held by SHP e.g. Public Liability certificates.
- To maintain, organise and monitor all compliance related appointments, where the responsibility lies with SHP.

## Safeguarding

- Take responsibility for compliance with the organisations safeguarding policy and procedure, ensuring appropriate action, reporting and recording.

## Client Participation

- Actively seeks feedback from clients and service teams and maximises opportunity for co-production where appropriate.

## Financial Management

- To comply with SHP finance procedures, adhering to expenditure authorisation limit and procurement policies and striving to achieve best value for money.

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- Liaises with Maintenance Manager where performance, attendance or compliance concerns would warrant query related to payment of invoices.
  - Supporting Maintenance Manager to ensure contracts provide the best value for money.
  - Ensure contractor invoices are in adherence with the agreed budget.
  - Escalate and action invoice queries between finance and contracted suppliers.
  - Provides service manager annual schedule of services, and period expected invoices against procedure contracts.

# Technical and professional know-how needed for position

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**When completing your application, you will be required to address (using examples) some of the points below**

## **Experience and Knowledge**

- Experience of assessing tenders or applications against a set of performance and compliance criteria, assess value for money and quality of service delivery.
- Experience of addressing service delivery, quality or non-compliance issues, and dealing with complaints to achieve improvement to required standards.
- Experience of ensuring safe working practises for self and others, adherence and compliance to guidelines, policies and procedures.
- An understanding of the financial impact of value for money procured contracts.

## **Skills and Abilities**

- Proven ability to manage and prioritise a busy workload, working to meet competing deadlines, and achieving challenging targets.
- Ability to be self-motivating and able to work on own initiative.
- Proven ability to develop and implement tools and processes to improve efficiencies and track quality of services being delivering to organisations.
- Excellent communication skills, to facilitate effective liaison with internal and external partners, negotiating and communicating clear, concise and effective specifications, prompt processing of any issues or concerns. Use negotiation skills to develop new contracts to suit organisation policy and service goals.
- Ability to understand the support needs of SHP's clients, and services manage their expectations and confidence to communicate effectively in delivering effective procured services, including managing dissatisfaction.
- Ability to work flexibly as part of the team, to ensure effective service provision, and achievement of performance targets.
- Proven strong administrative skills, including ability to use computer systems to communicate progress record and monitor voids and repair work and measure performance.