

Your job

Job Title: Contracts and Framework Manager - Housing Repairs

Service: Housing

Grade: 12

Reporting to: Service Manager – Contracting: Housing Repairs

There are over 60k housing repairs delivered annually across the councils 21,200 housing stock, along with 1300 void property refurbishments.

You will be responsible for managing contracts with both the external and internal providers who deliver these works, and the specialist contractor framework that our internal provider utilises.

Your team will manage and monitor all aspects of these contracts from procurement and commissioning, CDM compliance, performance monitoring, dispute and complaints resolution, quarterly KPI reporting, invoicing and processing payments.

You will provide leadership and manage the performance of your team, dealing with underperformance where necessary. You will lead by example, providing coaching, guidance and support to your team and develop individuals in line with the requirements of the service.

You have responsibility to ensure that key stakeholders, and customer relationships are developed, with a clear focus on providing the highest quality customer service, driving continual improvement to meet the customers' and service needs.

You will ensure your team comply with current legislation, government guidance, and relevant Council policies and contribute to the Councils Progress with unity missions in all they deliver.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Drive multi-directorate transformational change with a positive and proactive attitude.
- Manage the procurement and commissioning of contracts.
- Ensure the team are compliant with the Council's GDPR policies across all procurement and delivery activity.
- Develop procedures to manage and monitor the performance of both internal and external Principal contractors and framework contractors.
- Work with colleagues to create performance monitoring templates and reporting mechanisms.
- Work with digital colleagues to co-ordinate information from multiple directorates to ensure the digital build meets the service requirements of the new repairs' delivery model and contractor framework.
- Collaborate with colleagues across various service areas to ensure the right outcomes for service development.
- Support the Service Manager – Contracting: Housing Repairs to develop this new service area, including the development of a team structure and recruitment.

On an ongoing basis you will:

- Have operational management responsibility for management of relevant contracts and framework agreements.
- Have day to day management responsibilities for team activities across multiple areas, including contract management, compliance

with CDM regs, framework management, performance monitoring and reporting.

- Provide leadership to your team, managing work against clearly set performance targets, supporting, coaching, and developing staff to deliver the highest quality service outcomes
- Comply with the organisation's Complaints Policy, ensuring the highest possible standard of service delivery and investigating and resolving any issues identified, and learning from these as part of a process of continuous improvement.
- Lead on the re-procurement and commissioning of contracts on a 3-to-5-year basis or as necessary.
- Build and maintain excellent working relationships with stakeholders including tenants, elected members and colleagues across multiple directorates.
- Contribute to digital improvements to ensure the customer journey remains efficient and effective.
- Continually review process and procedures and make service improvements as necessary.
- Attend and report service delivery updates monthly.
- Analyse and report on KPIs quarterly to ensure contractors are meeting requirements and dealing with underperformance where necessary.

Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- A professional qualification in a related subject e.g. Chartered membership of the Chartered Institute of Housing (CIHCM), or Contract Management / Project Management / Procurement qualifications and evidence of continued professional development or the willingness to work towards relevant qualifications.
- Experience of managing a housing service, (ideally within or linked to repairs and maintenance) at a senior level in the social housing sector.
- The ability to successfully manage and deliver complex projects

- Report writing skills, the ability to demonstrate effective written and verbal communication skills to convey complex arguments and analysis
- Report and deliver presentations to SMT, Council and Cabinet as required
- Effective leadership skills and the ability to manage and motivate staff to ensure high performance, and the ability to work effectively as part of a partnership
- The ability to work under pressure, with good organisational skills and the ability to plan, organise and manage a complex workload, including delegating effectively, with shifting deadlines to meet specific targets.
- Work with colleagues to ensure operational issues are resolved quickly, effectively and any corrective actions are implemented to reduce the possibility of issues reoccurring
- Excellent IT skills with the ability to use spreadsheets, databases and word processing packages and an understanding of the in-house digital software packages.
- Assist with recruiting, retaining and managing staff including performance management to ensure high levels of productivity, service delivery and client satisfaction.
- Maintain partnerships with key stakeholders that enhance the provision and delivery of services.
- Politically aware with an understanding of working in the public sector, including an understanding of applicable legislation, financial regulation and Local Authority Constitutions and standing orders
- Hold a current valid driving licence or can demonstrate the ability to travel as required using own or public transport in the most effective manner.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”