**Job Profile Information: Contract Manager (Electrical)**

**This supplementary information is for guidance and must be used in conjunction with the Job Capsule for Job Level 4 Zone 2.**

**This is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose**

To manage the delivery of electrical planned preventative maintenance and repair services. To ensure day to day repairs, planned preventative maintenance and planned works are delivered to a high standard of quality, cost is managed and compliance monitored.

**Example Outcomes or Objectives That This Role Will Deliver**

1. Inspection and identification of the cause of building defects and the general maintenance of the property portfolio through reactive repairs and planned works. Recognise any compliance issues, health and safety risks, and escalate when necessary;
2. Apply your knowledge to undertake surveys, use survey and other information to diagnose cause and mechanisms of failure. Implement remedial solutions taking into account cost, impact to the resident and potential risks. Making decisions when a bespoke solution might be required and specifying the requirement;
3. To provide technical expertise when evaluating complex solutions, approve variations where contractors have advised of solutions and costs;
4. To manage and control work in progress to make sure that make sure works are carried out in accordance with required standards and within the agreed cost and timescale. Identify where contractors are not meeting these requirements take appropriate corrective management action and escalate as appropriate;
5. Maintaining detailed records of works or inspections carried out using the Council’s IT systems or written records as appropriate. Maintain financial and technical reports to facilitate contract administration and budget management;
6. To carry out quality assurance inspections in respect of time, cost, quality and compliance with required standards to inform financial, technical and contract performance reports. To approve or withhold payment for works as appropriate;
7. To strategically manage measured term and partnered contracts to make sure contractors maintain standards, provide value for money and continuously improve the service to residents;
8. Support work to improve processes, customer care and levels of resident satisfaction;
9. Ensure that feedback is obtained from customers and through investigation of complaints ensure that this influences the development of service delivery to maximise customer service;
10. To manage and control all aspects of the works process to ensure the health, safety and wellbeing of residents and staff in line with H&S regulations and legislation;
11. To work with the heads of service, team leaders, compliance and design manager and contractors to deliver the sustainability strategy, open book accounting and value management solutions.

Note: All Camden employees are expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties.

**People Management Responsibilities**

No direct staff management responsibilities.

**Organisation Structure**

**Relationships**

* The post holder must think creatively on a regular basis so as to identify innovative ways of dealing with complex technical problems and provide bespoke solutions on a frequent basis thinking creatively and innovatively and apply value management and value engineering techniques to deliver best value in the management and delivery of M&E services;
* The post holder will be expected to have frequent contact with residents, contractors, and all internal and external stakeholders and be making decisions that have a medium to High impact upon them;
* The post holder will prepare draft reports that contain technical background, analysis and solutions for inclusion into papers being produced for Senior Managers and Council meetings, including from time to time preparing and presenting the report at these meetings;
* The potholder will be required to make recommendations for approval by senior management but will be expected to make decisions in their work within tolerances given;
* The post holder will be required to use IT including PCs, laptops, mobile phones, cameras and implements related to construction works. They will also be expected to utilise handheld mobile devices for the purposes of inspection on site and data input.

**Work Environment:**

* The post holder will be required to be adaptable, working in an environment that is subject to changing and conflicting priorities, meeting tight deadlines which can change on a daily basis;
* The post holder will be required to complete tasks without close supervision. Required to liaise with various teams and services across (the directorate), Key contacts are likely to include: Residents, contractors, members, senior management, professional bodies, utility companies and external design consultants;
* The post holder will be expected to have frequent contact with residents, contractors, and all internal and external stakeholders and be making decisions that have a medium to High impact upon them;
* The post holder may from time to time be required to move from one team to another to accommodate fluctuations in workload across teams;
* The post holder will be expected to visit construction sites and premises where they may be subject to noise and dirt and as necessary carry out inspections in line with the requirements of the post. This can involve being outside in all weathers;
* The post holder will be required to attend evening meetings/works outside normal hours as necessary;
* The post holder will be based at Jamestown Road or other Housing Repairs and Improvements offices and will be required to undertake site inspections or other visits in connection with the management of the work programmes managed by Housing Repairs and Improvements. This may be to any residential property managed by Housing Directorate across the Borough and could involve climbing ladders and inspections from scaffolding.

**Technical Knowledge and Experience**

We would expect post holders to hold or work towards a professional qualification and be prepared to undertake Continuing Professional Development to keep-up with latest trends and development on technical and professional matters. Post holders will be expected to have as a minimum 5 years’ experience in a building services discipline and must be able to demonstrate CPD and awareness of current standards.

* Proven experience of delivery of responsive repairs and/or planned works on time to high quality standards within budget;
* Experience of liaison with residents, and managing contractors and a range of stakeholders in relation to construction activities;
* Experience of ensuring that construction works are carried out in compliance with building regulations, health and safety, leasehold issues, party wall and landlords statutory obligations;
* Experience of specifying/identifying works in preparation for ordering and monitoring and checking works on completion;
* Experience of report writing and use of IT to present and communicate issues;
* Experience of resolving disputes within a construction environment especially in relation to contractors and residents;
* Proven experience in the delivery of large scale electrical/mechanical planned preventative maintenance and repair programmes on time, to a high standard and within budget requirements;
* Experience of fault trending analysis for maintenance and repair programmes;
* Experience of risk and budget management.

**Camden Way Five Ways of Working**

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>