**Job Profile Information: Water Services Contract Manager.**

**This supplementary information for Water Services Contract Manager, is for guidance and must be used in conjunction with the Job Capsule for**

**Job Level ………4………. Zone ………2…… Camden Way Category ……………………………………**

**It 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 ensure the water services day to day repairs and planned works are delivered to a high standard of quality, on time, cost is managed to budget and the water services are compliance monitored.

Example outcomes or objectives that this role will deliver:

To provide advice and solutions on complex repairs or casework.

To undertake inspections on water service defects.

Manage the assets and collection of information.

To manage and control works and ensure solutions are provided right first time.

To manage our term water service contractor, to deliver the planned preventative maintenance and repairs.

To facilitate continuous improvement through inspections of day to day repairs.

**People Management Responsibilities:**

Inspection and identification of the cause of building services 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.

Apply your knowledge to undertake surveys, use survey and other information to diagnose cause any 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.

To provide technical expertise when evaluating complex solutions, approve variations where contractors have advised of solutions and costs.

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 and escalate as appropriate.

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.

To inspect completed works to establish cost, time-taken and compliance with required standards to inform financial, technical and contract performance reports. To approve or withhold payment for works as appropriate.

To specify, manage and control repairs, within the lettings processes from property becoming vacant to being let, ensuring rent loss is minimised and a value for money specification is applied.

To specify, manage and control Occupational Therapy works and projects for the Occupational Therapy Team by applying pre-determined standards and specifications.

Support work to improve processes, customer care and levels of resident satisfaction.

Carry out resident consultation in line with the Council’s procedures and requirements.

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.

Programme major works to establish and apply resource requirement for delivery.

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.

**Relationships;**

The post holder must think creatively on a regular basis so as to identify innovative ways of dealing with complex technical problems. These will be to also provide bespoke solutions on a frequent basis thinking creatively and innovatively.

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 our residents.

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 post holder 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 and senior management.

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 be expected to visit 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.

This role will involve attendance at evening meetings, working to tight deadlines and some out of hours events on occasions, reasonable notice will be given under these circumstances. These meetings will be in respect to the management and running of works programmes within Housing Repairs and Improvements.

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:**

(E.g. qualifications that are essential for the role and / or examples of the experience role holders would be expected to have in order to succeed in the role)

Skills

•sound engineering knowledge

•experience of project management

•communication and negotiation skills

•good teamwork and people management skills, for working with colleagues and clients

•problem-solving ability

•IT knowledge and a willingness to learn new systems

•self-motivation and a proactive approach to work

•commercial awareness

•an entrepreneurial spirit

•good time management skills

•a flexible approach to work and a willingness to take on new challenges

**Experience:**

•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 water services activities.

•Experience of ensuring that water services works are carried out in compliance with current 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 the water services environment especially in relation to contractors and residents.

•Proven experience in the delivery of large scale water services 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>

**Chart Structure**