

## **Job Profile Information: Contract Manager – Quality Assurance**

**This supplementary information for Quality Assurance Contract Manager is for Job Level 5 Zone 1**

### **Camden Way Category 4**

**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 be the technical expert in independently inspecting day to day repairs, Major Repairs, Voids, Fire Safety and Planned works ensuring quality, cost and compliance are measured and any contract performance issues actioned and then works approved for payment.

#### **Example outcomes or objectives that this role will deliver:**

- To lead on and manage complex cases from varying work streams from inception to completion.
- To co-ordinate the quality assurance inspection process.
- To improve contract performance.
- To work with internal and external stakeholders to develop and implement improvements to the service.
- Carry out quality assurance inspections of varying work streams to ensure quality, cost control, value for money, health and safety and compliance, accurately recording all findings.
- To approve or withhold payment for works as appropriate.
- To liaise with the Councils partners and contractors to resolve any issues arising from the Quality Assurance audits/inspections.
- 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.
- Maintain 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.
- Provide detailed cost information as required to home ownership services.
- Reply to routine correspondence relating to projects i.e. Councillors and other stakeholders.
- Continuously develop and enhance working practices and processes to improve customer care and levels of resident satisfaction.

**People Management Responsibilities:**

(12)

**Relationships;**

This is a team management role management and the Contract Manager will be required to deal with residents and Members along with Partnering Contractors, stakeholders and colleagues within Property Management Division and wider Camden.

Reports to Team Leader (Quality Assurance)

**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 expected to meet the general public both in their homes and at public meetings as part of their duties.
- 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 be required to attend evening meetings/works outside normal hours as necessary
- The post holder will be primarily be based at Jamestown Road and will be required to undertake site inspections or other visits in connection with the management of the work programmes managed by the Property Management Division. This may be to any residential property managed Supporting Communities Directorate across the Borough and could involve climbing ladders and inspections from scaffolding.

### **Technical Knowledge and Experience:**

- Building / Building Services Pathology
- Construction technology and Environmental Services
- Detailed knowledge of the Housing Disrepair protocol and Section 11 of the Landlord and Tenant Act
- Contract Administration
- Design and Specification
- Legal & Regulatory Compliance and management of Health & Safety
- Option Appraisal & Procurement
- Risk Management
- Information Management/Records Keeping
- Knowledge of project administration, planning, audit and evaluation
- 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

A Degree in a building discipline such as Building Surveying and/or CIOB membership are highly desirable

## **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 select the attached [HERE](#)