

Job Description

Job Title:	Gas and Electrical Contracts Manager
Reporting to:	Repairs and Maintenance Programme Manager
Accountable for:	Gas Delivery Manager, Electrical Qualified Supervisor and Compliance Resource Manager
Purpose:	Assuring delivery of an efficient, effective and customer-focused maintenance and improvements service; responsive, planned and cyclical repairs delivery. All relevant statutory, regulatory and best practice compliance, including contract administration, procurement and Health and Safety.

Duties and Responsibilities

- Working in collaboration with the Improvement Contracts Manager to ensure that Aspire Housing statutory duties, obligations and objectives are met in relation to Gas, Electric, Solid Fuel and Health and Safety compliance delivery areas.
- Responsible for the delivery and risk management of compliance contracts (responsive, cyclical and planned) to ensure effective delivery of statutory, regulatory and best practice requirements.
- To coach and directly manage the Electrical Quality Supervisor, Gas Delivery Manager and Compliance Resource Manager, ensuring that they deliver results on time and within cost and quality standards.
- To lead the gas, electrical and solid fuel budget setting process, proactively manage and control the allocated budgets; monitoring and forecasting the income and expenditure appropriately and implementing any necessary corrective action to manage financial risk.
- Collaborating with the Improvement Contracts Manager, coordinate and plan the work of internal operatives and external contractors/ suppliers involved in the delivery of the programme of work to ensure that resources are effectively allocated and provide the best financial solution for the business.

- To monitor and report on financial and operational performance, ensuring that targets are achieved, anticipating risks and issues, capturing and taking corrective action on any areas of under-performance to optimise productivity.
- Identify inefficiencies with service delivery; employ an innovative approach to continually improving the service, supporting the service to be commercially competitive in its core service areas, demonstrating value for money and exceptional customer service.
- To contribute to the commercial and contractual strategies of the service with the objective of delivering a service to be proud of, managing risk within the corporate risk appetite, and securing responsible and sustainable growth.
- To ensure effective and timely resolution to customer feedback and complaints, identifying and embedding learning as part of Aspire Housing's continuous improvement strategy and practices.
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- To be an active and effective participant within the Aspire Response and Wider Management Team structures, building collaborative, productive relationships with other managers to optimise the use of skills and resources and achieve win/win outcomes.
- To support the implementation of Aspire Housing's apprenticeship and trainee strategies and objectives and support Aspire Responses succession planning.

Leadership and Management

- To manage and develop an effective and motivated team ensuring that the team consistently meets high standards of performance through effective use of team meetings and one-to-ones.
- To act as a role model for Aspire encouraging all employees to deliver a high-quality service, right first time.
- To take responsibility for budgets in accordance with financial regulations and ensure the service demonstrates value for money (*as appropriate to role*).
- To pro-actively manage the health and safety of staff and customers in accordance with the Health & Safety policy and procedures.

- To ensure that all areas of safeguarding are in place within areas of responsibilities as relevant to this post.
- Develop and contribute to strategies, new initiatives, policies and procedures to meet the aims of Aspire.
- Develop, monitor and manage performance information, setting clear targets relating to service area (*as appropriate to role*).
- Take a proactive and key role in projects, including effective planning and monitoring of projects, managing risk, issues and benefits and contingency planning; in line with the annual planning process.

General Obligations – All employees

- To take responsibility for own personal development and update knowledge and skills, with support from Aspire, to perform the role at an effective level. To undertake such training as is deemed necessary to improve personal performance and knowledge.
- To implement positively and ensure compliance with, Aspire's policies, procedures, codes of practice and initiatives relating to Equality and Diversity, Customer Service, Risk Management, Health and Safety, Data protection and Information Technology, Financial Regulations, Standing Orders and the Code of Conduct and Probity Policy.
- To take responsibility for own wellbeing and safeguarding in the duties to be carried out for this post.
- To provide the highest quality services incorporating best standards and practice, promoting Aspire to its tenants, clients and customers.
- Taking ownership and responsibility to respond to complaints positively and professionally (*as appropriate to role*).
- To ensure that optimal use is made of information technology systems and associated equipment in the provision of efficient and effective services.
- To perform any other duties not specifically identified in the job description but which are in line with the general responsibilities of the post.

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This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's absolute discretion in the future.

As a general term of employment, Aspire may effect any necessary change in job content, or may require the post holder to undertake other duties, at any location within Aspire.