

Job Description

Job Title:	Improvement Contracts Manager
Reporting to:	Repairs and Maintenance Programme Manager
Accountable for:	Improvement Delivery Managers
Purpose:	<p>Assuring delivery of an efficient, effective, and customer-focused improvements service delivering various improvement contracts such as Kitchens, Bathrooms and Boiler installations. Ensuring all relevant statutory, regulatory, and best practice compliance, contract administration and procurement.</p> <p>It is essential that the postholder works in close collaboration with the Gas and Electrical Contracts Manager to assure the effective implementation of the Maintenance Teams delivery systems and operating model.</p>

Duties and Responsibilities

- To ensure that the services statutory and regulatory duties, obligations, and objectives are met in relation to all planned improvement works.
- Responsibility for developing and improving quality systems, including contractor Health and Safety oversight/escalations, overall compliance with service quality standards and technical accreditations.
- Ensuring that correct procurement processes are followed, including tender and evaluation, in the selection and appointment of contractors and suppliers to ensure successful implementation of various planned programmes.
- In collaboration with the Gas and Electrical 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 take the lead on all Planned and Improvement works, including self-assessments; expediently complying with any agreed recommendations.
- To lead the budget setting process for all responsible areas; 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.

- 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.
- To be an active and effective participant within the service 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 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.

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.