

Role Profile

This section provides key information relating to the role

Job Title:	Housing Contracts Implementation Officer – 2 Years Fixed Term		
Post No:	RP0202	Grade:	J
Team:	Customer & Transformation	Location:	Campus East
Responsible to:	Assistant Director (Customer Services & Transformation)		
Responsible for:	N/A		

Overall job purpose:

You will oversee key housing procurements and lead the associated de-mobilisation and mobilisation of new service contracts.

Be the facilitator in collaborating with contractors and housing service teams to enable a successful transition of services to new contractors, delivering housing repairs and voids, gas and electrical maintenance and servicing.

Responsible for ensuring procurements and projects are delivered to scope, quality, time, and budget.

Key areas of focus:

1	Manage a complex programme of work and requirements to ensure a successful transition to the new contract models. To act as the lead officer and project manage the de-mobilisation/mobilisation of major housing contracts.
2	Establish understanding and collaborative relationships with new and existing contractors, ensuring high level of trust and partnership ethos. Be the first point of contact, ensuring that all concerns are responded upon in a timely fashion and work to find agreeable solutions to all enquiries.
3	Work closely with the Contractor to ensure proposed services, equipment and schedules are delivered. Responsible for the operation and mobilisation group, including the facilitation of the regular meetings, production of the relevant agendas and supporting papers. Responsible for prompt and effective action following meetings to implement any decisions taken at those meetings and to deal with all correspondence relating to de-mobilisation/mobilisation.
4	To work closely with contractors to ensure that new service requirements and standards are achieved, in line with agreed contractual terms and initiate management action where necessary.
5	Responsible for providing effective support, communication and co-ordination between Officers and contribute to briefing Members of key procurement and de/mobilisation activity.

6	Manage all parties to deliver and communicate the contract de /mobilisation plan(s). Prepare reports for relevant officers, providing clear updates on the progress of all aspects of the de/mobilisation programme.
7	Ensure all project control documentation and plans are prepared, maintained, and tracked, to include a risk register.
8	Work with the Contractor to implement management information systems with up-to-date information that can fully integrate/interface with the Councils IT systems.
9	Develop a Contract Management Guide for Council Officers to ensure smooth transition to, and fair management of the contract.
10	Ensuring timely updates are provided to tenants and leaseholder about key contractor and service changes.
11	To have regard to the council's statutory responsibilities and policies in areas such as Health and Safety and Data Protection whilst carrying out the duties of your role.
12	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
13	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
14	To take a flexible approach to the changing demand of the role and undertake other duties consistent with the job purpose and grade of post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Extended formal training to A-Level or professional qualification level, or equivalent experience, knowledge and training which relates to the specific requirements of the job.	x		AP
Experience of Contract Management/mobilisation	x		AP/AS/IN
Experience and or understanding of the working practices of a Local Authority and its political processes.		x	AP/IN
Experience of programme and project management including, planning, devising, and scoping project work and delivering against agreed milestones across multidisciplinary teams.	x		AP/AS/IN
Knowledge			
A track record of theoretical plus practical and procedural knowledge of programme and project management, including the ability to lead complex projects, to time and budget.	x		AP/IN
Training or experience that has developed a range of specialist knowledge of the following areas: • Project/Programme Management • Procurement • Process management • Housing Services	x		AP/AS/IN
High level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role (project management/process mapping solutions or MS Power BI etc).	x		AP/IN
Skills and abilities			
Ability to manage workload and plan up to a year or more ahead so as to develop new concepts and solutions.	x		AS/IN
Results focused, with excellent interpersonal skills to keep people energised, positive and focussed on delivering a great experience.	x		AP/IN
Ability to work in a politically sensitive environment.	x		AP/IN

Developed interpersonal skills with the ability to advise, guide, negotiate and persuade on complex and contentious matters	x		IN
Excellent problem-solving skills and ability to manage conflicting demands and deadlines.	x		AP/IN
Ability to make decisions and deliver under pressure, and to escalate where appropriate.	x		AS/IN
Other attributes			
Ability to collaborate with staff, partners, key stakeholders and others.	x		AP/IN
Full driving licence with access to car to attend contractor meetings and site visits as needed.	x		AP

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.