



Role Profile

This section provides key information relating to the role

Job Title:	Partnerships Manager		
Post No:	RP0046	Grade:	K
Team:	Property Maintenance and Climate Change	Location:	Campus East
Responsible to:	Service Manager (Housing Repairs and Building Safety)		
Responsible for:	Contracts Administrators x 2 Team Administrators x 2)		

Overall job purpose:

To manage the delivery of a performance monitoring and reporting service in relation to responsive repairs, compliance and planned contracts to ensure the organisation’s requirements in terms of time, quality and standards are being met.

To oversee a quality management framework that provides assurance that agreed standards in contracts and regulations are being met. To support services and partners with quality control and improvement to identify and address quality concerns.

To develop and maintain effective working relationships with the services contractors that drives positive challenge to address concerns and a culture of improvement.

To oversee and support management with contract variations, requirements for change and implementation.

To provide expertise in reviewing and developing operational processes with contractors and service teams that deliver effective and efficient processes, maximise the use of resources and avoid duplication of activities.

To contribute as a key role to the strategic and commercial development of the service, identifying areas for improvement and delivering change programmes to improve performance.

To manage the scrutiny of significant (multi-million-pound contracts) financial monthly applications from contractors to ensure that value for money is achieved in accordance with contractual, statutory and regulatory standards.

To manage the scrutiny of monthly KPIs from contractors, investigating any issues identified with actions to address being presented to formal operational core group meetings and preparing KPI reports on behalf of the Directorate to report to SLT and/or Cabinet Members.

To oversee all complaints received about the service. To support services and bring expertise in complaints resolution to ensure actions are taken in a timely manner and are customer centred. Liaise with the Housing Ombudsman regarding escalated complaints providing quality and accurate information on time.

To provide management and guidance to motivate staff to deliver the highest quality service and performance targets.

To be the expert on customer-centred excellence in operational service provision, and support staff with culture change to deliver the council's expectations with regards to customer services and customer engagement.

Key areas of focus:

1.	Manage the performance monitoring and management service, and the quality management framework. Ensure quality concerns and underperformance are investigated and scrutinised effectively, and produce improvement reports based on evidence, presenting to leadership.
2.	Work with all contractors to ensure customer-centered and effective processes are in place to provide improved customer experience, avoid complaints, and improve customer satisfaction overall
3.	Manage, monitor and review projects, key areas of service delivery and contracts that contribute to the delivery of a high-quality Housing Repairs & Compliance services that meet the needs of tenants, leaseholders and our wider communities.
4.	Develop close working relationships with contractors, key personnel and use partnering principles to identify and implement innovative solutions and improvements via collaborative working. Ensure that appointed contractors have regular reviews and that they meet the needs of current and future reactive works.
7.	Manage and monitor performance of the contractors, ensuring that all standards are met and improved upon with the aim of placing the organisation in the upper quartile of key performance indicators and achieving high customer satisfaction.
5.	Support the line manager in the financial planning and management of all delegated revenue and capital budgets. Ensuring the management of financial resources, assist in ensuring operational expenditure is managed within agreed targets with contractors, in accordance with Standing Orders and Financial Regulations.
6.	Develop and maintain strong links with key stakeholders, external organisations and peer groups to enhance future service delivery.
7.	Support the maintenance and development of relevant Policies and Procedures and ensure they are effectively implemented.
8.	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.
9.	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.
10.	Any other duties that are commensurate with the level and grade of this post.
11.	Observes and follows all Health and Safety policies and procedures, taking all reasonable care to always promote health and safety to those who are working within your environment. To include arranging suitable training and use of equipment relevant to the role.

12.	To ensure that appropriate risk assessments are undertaken for all staff and that necessary control measures are properly implemented and reviewed.
16.	To ensure data is processed in accordance with the regulations of the General Data Protection Regulation (GDPR)
17.	To work with the Contact centre team to develop and maintain an end-to-end customer journey in all repairs required.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
<ul style="list-style-type: none"> Extended formal training to diploma or professional qualification level, or equivalent experience, knowledge and training which relates to the specific requirements of the job. Performance/Quality management qualification or equivalent specialist experience Customer service/complaints management/process review qualification or equivalent specialist experience Building surveyor/contract management qualification or specialist equivalent experience Management experience in a maintenance environment. Formal management qualification. Experience of working within social housing. 	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p></p> <p></p> <p>X</p> <p>X</p>	<p>AP</p> <p>AP/IN</p> <p>AP/IN</p> <p>AP/IN</p> <p>AP/IN</p> <p>AP/IN</p> <p>AP/IN</p>
Knowledge			
<ul style="list-style-type: none"> Knowledge of data analysis and root-cause investigation Considerable experience of working in a maintenance environment. Considerable experience of monitoring and reporting contractor performance Knowledge of standard contracts used for procuring works including partnering contracts. Understanding of statutory regulations relating to engineering, construction / buildings. Broad understanding of different forms of contract. Conversant with Asbestos, Fire Safety and Health & Safety regulations and codes of practice. Experience of working in a customer focused environment with a good understanding of client customer care Knowledge of what excellent customer service looks like, complaints handling and complaints resolution 	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p>	<p>AS/IN</p> <p>AP/AS/IN</p> <p>AP/AS/IN</p> <p>IN</p> <p>AS/IN</p> <p>IN</p> <p>AS/IN</p> <p>AP/AS/IN</p> <p>AP/AS/IN</p>

Skills and abilities			
• Excellent negotiation and persuasion skills for addressing performance and quality matters	X		IN
• Excellent team management and organisational skills. Ability to plan and deliver improvement plans, projects and programme of change.	X		IN
• Highly effective in promoting the need for change and building positive relationships,	X		IN
• Ability to work in a political environment and be always highly professional	X		IN
• Excellent financial management skills. Able to maintain effective monitoring procedures and controls to ensure the effective use of financial resources.	X		AS/IN
• IT literate. Competent to at least Intermediate level in use of Word, Excel, Project and Outlook.	X		AS
• Excellent presentational skills.	X		IN
Other attributes			
• Ability to work under pressure and meet deadlines.	X		AS/IN
• Able to set clear objectives and identify better ways of working, resource planning and managing change effectively.	X		IN
• Ability to manage, motivate, performance manage and develop the team.	X		IN
• Provide out of hours' service support, providing technical advice, guidance or instructions. Attend site visits and arrange for Contractors and Area staff to attend site visits or co-ordinate emergency works/liaise with emergency services as appropriate. Report to Director on next day's business with written reports of events if required.	X		IN

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.