

Role Profile

Job Title:	Contract Administrator	Grade: 12	Spinal column point range:
Department:	Assets and Property Services	Post no:	
Directorate:	Safer Communities and Housing	Location:	Perceval House

Role reports to:	Capital and Planned Works Manager
Direct Reports:	
Indirect Reports:	Resident Liaison Officer
<p><i>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.</i></p>	

JOB DESCRIPTION

PURPOSE OF ROLE:

- To undertake Contract Administrator role and be operationally responsible for the successful delivery of allocated project[s] within the annual capital investment programme as measured by the suite of key performance indicators.
- To ensure that all projects are focussed on delivering the best customer experience and that as project manager, there is a swift and positive response when there are service failures
- To ensure that residents' needs are identified through consultation plans prior to delivering individual projects.
- To ensure that projects are delivered within time and budget
- To give leadership and direction to the contractors, suppliers, consultants and other staff involved in the project[s].
- To deliver the project[s] safely without reportable accidents to contractors or residents.
- To meet and surpass the targets identified as key performance indicators.
- To ensure that projects are delivered in accordance with the Health and Safety Standards, Policies and Procedures of the council

KEY ACCOUNTABILITIES:

- Take a lead role in ensuring that customers' and associated complaints are fully investigated, replied to on time and satisfactorily resolved.
- Take responsibility for developing project plans and ensuring that the project milestones are delivered in line with the plan
- Monthly KPIs are collected and reported to the agreed timetable.
- Initiate action where performance is below target.
- To ensure that accurate records are kept of each project in respect of contractor's resources / delays due to exceptionally inclement weather. To manage monthly progress meetings with contractors, discuss and minute issues and action interventions to get projects back on programme.
- To liaise with clerk of works and ensure that quality inspections of the works are carried out as prescribed and contractors held to the specified standards.
- Assisted by the Quantity Surveyor, agree contract variations and where necessary analyse claims for extensions of time.
- Liaise with and gain agreement from the Asset Manager before any major changes in project scope are instructed to the contractor and to ensure that variations are value for money.
- Responsible for ensuring the necessary approvals from Planning and Building Control officers are applied for and received in a timely manner.
- To ensure that projects comply with the CDM Regulations 2015 – that the construction phase H & S plan for each project is adhered to and the H & S file is up to date and available at the end of the project.
- To ensure that all projects adhere to the Council's Health and Safety Policies and Procedures
- Responsible for ensuring projects are managed in Promaster with monthly reports provided to the Capital and Planned Works Manager in the agreed format.
- To ensure with the Quantity Surveyor that the project records kept are sufficient to support the leaseholder service charge process and that all notices to the Home Ownership team are provided in time so that Section 20 process can be completed in a timely manner.

KEY PERFORMANCE INDICATORS:

- Cash flow forecast is accurate to +/-10%
- Value of variations is – 0/+5% of contract sum [excluding contingency]
- Contract works are completed on time with slippage at anytime non greater than

<p>4 weeks.</p> <ul style="list-style-type: none"> • Customer satisfaction is >97% with a target return rate of 50%
<p>KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):</p> <ul style="list-style-type: none"> • Asset Manager • Internal: Assets and Property Service Colleagues • Corporate Finance • HR, IT and H & S teams in the council as appropriate. • External: contractors; suppliers; consultants; customers; Councillors.
<p>AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):</p> <ul style="list-style-type: none"> • Responsible for 1- 3 contractors • Responsible for delivery of annual capital programme of £5M

Person Specification

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

<p>ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES:</p>
<p>ESSENTIAL EXPERIENCE:</p> <ol style="list-style-type: none"> 1. Evidence of successfully manage a project from inception to final completion. 2. Evidence of ability to lead a team to successfully deliver a project as measured by compliance and achievement of KPIs. 3. Excellent contract management skills 4. Experience of working in social housing at a management level 5. Extensive experience of delivering a customer-focussed service 6. The ability to communicate at all levels of an organisation 7. The ability to build positive relationships with colleagues and stakeholders

8. Experience of managing projects with large budgets
9. Excellent written and verbal communication skills
10. The ability to motivate teams to deliver excellent outcomes
11. A good understanding of performance management
12. The ability to understand implement policies and procedures
13. An excellent knowledge and understanding of ICT systems

ESSENTIAL QUALIFICATION (S):

14. Building Surveying skills and knowledge
15. Evidence of CPD

Values and Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards