



ROLE PROFILE

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| POSITION | Commercial and Technical Manager | DURATION | Permanent |
| TEAM | Development & Sales | LOCATION | Coastline House |
| VERSION | 1 | LAST UPDATED | April 2019 |

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| PURPOSE OF ROLE | <p>The Commercial and Technical Manager is responsible for ensuring the delivery of consistent and high quality new build properties for Coastline by close monitoring of construction projects and liaison between Contractors/Developers, Employers Agents and Coastline's Technical Services and Development teams.</p> <p>The post holder will also be responsible for providing extensive technical support for Development and Technical Services relating to the development of new homes, particularly at pre-contract and on site stages.</p> |
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KEY ACCOUNTABILITIES

1. Make regular visits to all of Coastline's construction sites and ensure that construction work is carried out to Coastline's standards, specification and agreed programme. Check that the correct materials and workmanship are used and that the contractors' work is high quality, value for money, as well as seeking to reduce the number of defects and therefore cost post-handover.
2. Work with others internally and externally to drive down costs of construction without compromising quality.
3. Maintain and manage a programme of site visits phased throughout the construction phase of all developments to ensure consistent review of all stages of the each project;
4. Be familiar with all the relevant drawings and written instructions and ensure that construction follows these requirements. Take measurements and samples on site to ensure the work and materials meet the specifications and quality standards.
5. Understand health and safety legislation requirements of a social housing landlord, including CDM Regulations, construction site requirements, Fire Regulations and Housing Health and Safety Rating System (HHSRS) and bring any shortfalls observed to the attention of the person(s) concerned.
6. Keep detailed records of various aspects of the work and provide regular reports.
7. Be responsible for the provision of specialist advice (depending on the post holder's areas of expertise) on particular areas such as building, civil engineering, geo-environmental matters or mechanical and electrical installations.
8. Be responsible for instructing specialist consultants (e.g. site investigators) in the site assessment and design process (c. £100k per annum).

9. Work effectively with colleagues in Technical Services, Housing Services, and Sales & Marketing to ensure that new homes meet with their requirements. Attend regular internal liaison meetings to provide reports of work inspected and to help understand requirements of different departments.
10. Liaise closely with the contractor's staff, whilst maintaining independence and acting in Coastline's best interests.
11. Liaise with other consultants (including employer's agents, architects and engineers) to ensure that they are aware of any issues of concern. Liaise directly with sub-contractors and other parties employed by contractors as required.
12. Work with colleagues in the Development and Technical Services Teams and provide technical advice at all stages of development. This may include recommendations regarding site investigations or the interpretation of the results of investigations and the impact they have on design. Assist in the preparation of the design of new projects by advising on appropriate strategies to adopt to overcome site constraints and reduce build costs.
13. Advise, support and be responsible for the provision of robust, costed, practical solutions to the Development team for technical and construction related issues with a particular emphasis on cost minimisation and commercial solutions pre land contract stage. This will include working with and challenging external experts, land owners and regulatory/statutory authorities
14. Review Coastline's Employers Requirements and scheme specific contractual documentation prior to formal approval.
15. Assist in the preparation of Coastline's design brief and procedures and make recommendations for changes and improvements.
16. Ensure that project risks are assessed, managed and monitored, and that risk management strategies are initiated proactively and in accordance with Coastline Housing Ltd's policies and practice.
17. Proactively take responsibility to drive construction projects to minimise defects and provide advice in relation to defects found and the most appropriate resolution for them and timeframe for rectification.
18. Undertake regular reading and CPD to gain knowledge of new regulations cascading this information to Coastline colleagues as appropriate.

GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

REPORTING

- Reports to the Head of Development

- Depending on the overall requirements of the team, the role may include line management responsibility for another member of the team

CONTACTS

Internal

- Development Team
- Technical Services Team
- Staff in other teams

External

- Developers, contractors and sub-contractors
- Consultants
- Customers
- Local residents
- Building inspectors, local authorities and other external agencies

PERSON SPECIFICATION

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| POSITION | Commercial and Technical Manager | DURATION | Permanent |
| TEAM | Development and Sales | LOCATION | Coastline House |
| VERSION | 1 | LAST UPDATED | August 2018 |

| QUALITY | ESSENTIAL | DESIRABLE |
|---------------------------------------|--|---|
| Personal Skills | <ul style="list-style-type: none"> • Demonstrate behaviours in accordance with Coastline's values: <ul style="list-style-type: none"> ✓ Put our customers first ✓ Be open, honest and accountable ✓ Value each other ✓ Strive to be the best • Ability to work under pressure and prioritise workload of self and others. • Ability to meet performance targets. • Good project management qualities with ability to motivate and support staff. • Confidence to deal with a wide range of people and to be assertive when necessary. • Ability to work in a team environment. • Creativity and the ability to deliver innovation. • Ability to command respect of colleagues and external contracts. | |
| Education & Qualifications | <ul style="list-style-type: none"> • Relevant degree, or qualified by extensive experience in the profession. • Relevant professional qualification, e.g. RICS, MCIQB, the Institute of Clerk of Works. | <ul style="list-style-type: none"> • CSCS card holder appropriate to the role. |

| QUALITY | ESSENTIAL | DESIRABLE |
|---|--|--|
| <p>Experience, Knowledge and Understanding</p> | <ul style="list-style-type: none"> • Extensive knowledge and understanding of construction methodology, Building Regulations and other building codes • Knowledge of Housing Health and Safety Rating System (HHSRS) • Knowledge of Fire Regulation requirements within construction projects • Understand the social landlord specific requirements of construction projects • An excellent understanding of construction and development processes, including planning, pre-contract, post-contract, contract law and viability principles. • A wide understanding of the building industry, including knowledge of materials, trades, methods and legal requirements. • Up to date with changes in construction methods and statutory legislation. | <ul style="list-style-type: none"> • Experience and knowledge of Homes England procedures. • An understanding / experience of working for or with housing associations. • Particular technical experience in a relevant area. Eg. Civil engineering, geo-environmental, electrical/mechanical installation. • Housing Health and Safety Rating System (HHSRS) Qualification Experience of working within housing projects involving Fire Regulations, alarm and suppression systems, fire and compartmentation |
| <p>Job related Skills and Experience</p> | <ul style="list-style-type: none"> • Extensive experience of working in the construction sector. • Report writing. • Ability to communicate and negotiate with a wide range of stakeholders including contractors, consultants, local authorities and customers. • Good problem solving and conflict resolution skills. • Good numeracy and literacy skills. • Good IT skills. • Good commercial awareness and negotiating skills. | <ul style="list-style-type: none"> • Experience of delivering Development Agency contracts. • Demonstrate dispute resolution experience. |
| <p>Other Requirements</p> | <ul style="list-style-type: none"> • Willingness to travel, undertake training and work unsociable hours including evening meetings. Driving licence and access to appropriately insured vehicle. • Basic DBS check. | |