

Role Profile – The What, The Where, The How

POSITION	Contract Support Manager (compliance)		
TEAM	Property Investment	LOCATION	Coastline House (Hybrid agile working)
VERSION	3.2	LAST UPDATED	8 th May 2025

THE PURPOSE OF THIS ROLE IS TO

Support the Contract Manager-Property Compliance to ensure that customers feel safe in their homes, dealing with a wide range of work including fire safety, legionella, lifts, asbestos and radon in addition to other areas of property safety and compliance such as gas and electricity across the wider team.

As one of three similar roles you will be allocated different elements of building safety activities. You will manage cyclical testing/maintenance and remedial repair work including management of projects within budgets and post inspections of any works. The general workload split is fire safety for one role, asbestos, auto doors and gates, lifts and loler, radon and portable appliance testing for the second, with water services and drainage for the third (and all roles supporting all property compliance outside of the immediate team) but this is subject to change depending on workload and priorities.

You will provide technical advice on your specialist area to colleagues, ensuring customer safety and legal compliance of our homes at all times.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be jointly responsible for:

1. Management of the asbestos, auto doors and gates, fire safety, fire doors, sprinklers/misting systems, legionella, lifts and LOLER, Portable appliance testing, radon, and water (drainage, and sewage network) contracts, programming inspections, managing orders, approving payments and ensuring successful performance
2. Supporting others in the team to ensure safe homes which comply with relevant housing regulations
3. Project management of the fire door inspection programme to ensure all are inspected on time
4. Monitoring the fire risk assessment programme, ensuring that all remedial repair works are commissioned effectively and completed on time
5. Specification of safety-related repairs or minor projects

6. Development of any programmes of planned and cyclical works, ensuring that these are within timescales and on budget
7. Programming and conducting post inspection of repair works
8. Preparing guidance, standards and procedures
9. Monitoring and regular reporting on progress and compliance status
10. Management of the access programme to ensure that timely access is gained to all homes as required across all areas of property maintenance.
11. Specifying and procuring new term contracts as required
12. Engaging with customers to ensure that they feel safe and well supported in their homes, ensuring that Coastline quality standards and customer expectations are met
13. Ensure that all works are completed in line with legislation, regulations and good practice.
14. Ensure that all works are completed in line with legislation, regulations and good practice. Working in a safe manner with risk assessments and method statements in place supporting the Construction, Design and Management (CDM) Regulations as well as all other Health and Safety requirements.

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are usually more concerned with how you work and what you bring to the role over formal qualifications or criteria but in this role you will need to be suitably technically qualified to demonstrate formal competence. We know that this is quite a specialist area of work so training will be provided if needed. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
Put our customers first
Be open, honest and accountable
Value each other
Strive to be the best
- Ideally holds a minimum of Level 3 ONC/HNC in construction, NEBOSH Certificate or similar property-related qualification
- Has, or is willing to study to obtain the Asbestos Management (P405) qualification - training will be provided if required
- Has, or is willing to study to obtain the Legionella (L8) Responsible Person qualification - training will be provided if required
- Has, or is willing to study to obtain the Lift Safety for Lift Managers and Duty Holders qualification - training will be provided if required
- Has, or is willing to study to obtain a suitable Housing Health and Safety Rating System Assessor qualification

- Has experience relevant to the role including up to date health and safety knowledge.
- Has demonstrable contractor management experience
- Has relevant budget management and cost forecasting experience
- Has a full driving licence and vehicle
- You will also need to have:-
 - Excellent IT skills including Microsoft Excel and Word
 - Staff management skills and experience
 - Project management skills and experience
 - Strong analytical skills
 - Ability to work directly with customers, translating technical matters into easily-understood guidance

General Obligations – For All Of Us

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

Working alongside equivalent roles, you will report to the Contracts Manager – Property Compliance and be part of a very visible face of Coastline, presenting yourself as an effective ambassador at all times. There may occasionally need to be some visits or events outside of normal office hours so flexibility will be a requirement of the role.

CONTACTS

Internal

- Colleagues
- Senior managers
- Direct labour managers, supervisors and operatives

External

- Customers
- Local planning authority and building control
- Contractors and designers
- Statutory undertakers
- Technical experts

