

## Role Profile – The What, The Where, The How

<b>POSITION</b>	Contracts Manager		
<b>TEAM</b>	Coastline Services Ltd	<b>LOCATION</b>	Coastline House/on site, as required
<b>VERSION</b>	5	<b>LAST UPDATED</b>	August 2022

### THE PURPOSE OF THIS ROLE IS TO

Provide contract management and support for all work streams and major projects, both internal and external; and to motivate teams to provide an excellent personalised service to customers. To work collaboratively with the General Manager to improve performance, lead cultural change and to further strengthen customer and colleague engagement.

## Specific Accountabilities – The Brass Tacks

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

1. Project management, the delivery and the continuous improvement of quality repairs and maintenance services to our customers including, but not limited to, Coastline Housing customers, colleagues in other teams and external customers.
2. Providing effective line management to maximise the potential of the supervisors and operational teams, whilst monitoring and achieving high levels of compliance.
3. The management of, and assistance with, defect diagnosis, including pre-work surveys, quantity surveys, quality assurance, post-work inspections and contractor cost valuation checks.
4. Managing and developing current health and safety practices, ensuring compliance to the relevant current legislation, regulations and best practice.
5. Contributing to overall business strategy and performance, including setting, monitoring, achieving and reviewing KPIs and financial targets.
6. Ensuring projects are completed to the standard required within time and budget.
7. Developing and maintaining excellent relationships with client representatives and customers as appropriate; in particular focusing on cross-departmental working within Coastline to ensure great customer service.

- 8.** Maintaining best practice, including identifying, developing and implementing processes and practices to add value and drive efficiency.
- 9.** Identifying and assessing business development work streams, developing plans in consultation with the general manager.
- 10.** Effectively managing the balance between customer needs and organisational priorities.
- 11.** Successfully mobilising CSL contracts/projects and all project management throughout a project's lifecycle ensuring delivery to budget, quality and programme. This includes:
  - Project cost control;
  - Recovery of project variations;
  - The production and submission of monthly valuations;
  - The signing off of works at completion;
  - Compliance with all health and safety legislation for the duration of the works.
- 12.** Managing subcontractor accounts, valuations, payments and final accounts to maximise profitability; ensuring the necessary financial retentions are appropriately secured in the accounts and released in a controlled manner.
- 13.** Attending and running site and project meetings.
- 14.** Working with the general manager to ensure accurate, consistent financial reporting and budget monitoring to maintain agreed cash flow within the business, and to manage overheads and create business efficiencies. Work with the CSL general manager and supervisors to control works expenditure and maximise profitability.
- 15.** Managing a budget of between £1.5m and £2m per year.
- 16.** Ensuring commercial systems and procedures are maintained and further developed to provide timely and accurate cost-benefit information, In liaison with the general manager.
- 17.** Supporting management in growing and developing the business and its public reputation.
- 18.** Ensuring the company operates professionally, safely and effectively in all areas of responsibility.
- 19.** Undertaking any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the organization.

## Person Specification – The Who

### PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role

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
- Holds a CSCS card at management or professional level – it's required to obtain this once in post if you don't already have one; SMSTS or similar site management qualification; IOSH Supervising Safely or equivalent qualification, and an ONC, HNC or NVQ in general building studies.
- Has demonstrable experience and understanding of the management and delivery of property repair and maintenance; of managing a construction or property maintenance team and of managing health and safety within such a team; and knowledge and experience of construction industry health, safety and environmental legislation and regulations, including CDM regulations.
- Has proven experience and knowledge of budget management and financial forecasting, construction project management, and an understanding of resource efficiency and commercial acumen, being able to produce specific risk assessments and method statements.
- Is innovative, proactive, challenging and enquiring, with excellent communication, analytical, negotiation, contract management and IT skills.
- Is able to work under pressure, prioritising workloads, be self-motivated and possess excellent time management and organisational skills, offering a commitment to service excellence and high standards of professionalism and personal integrity.
- Has a full driving licence and a satisfactory basic DBS check.

**Some experience in the following would be an advantage:**

- Qualifications in project management, construction management, asbestos management, scaffold inspection or appreciation;
- At least five years' experience of working in a construction company;
- Experience of working in a social housing environment, and/or knowledge of social housing management databases and processes;
- Strong relationship management skills, the ability to effectively manage and develop a team, and the ability to lead on maintenance projects of all sizes.

## 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

- Reports to the general manager
- CSL supervisors and operatives report to you

## CONTACTS

### Internal

- The CHL Executive Team, board members, managers and supervisors
- Administrative and finance support staff, as required
- CHL's senior leadership team and staff

### External

- Customers and potential clients
- Local authorities, construction companies, service providers, housing associations

