

| Job Title Contract Officer<br>Reports to Contract Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  | Location<br>Exeter, London, Oldham, Sheffield                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Job Family<br>Asset Management | Grade<br>C                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Overall Purpose:</b> Support the Contract Manager to manage a defined group of contracts delivering asset compliance services, helping ensure our assets comply with relevant regulations and contributing to customer safety, satisfaction and value for money.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Responsibilities & Outcomes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  | Skills / Experience                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                | General Role Expectations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Key Responsibilities:</b> <ul style="list-style-type: none"><li>Support the effective delivery of planned preventative maintenance, responsive repairs and where applicable programmes for equipment replacement.</li><li>Assist contractors, tenants and colleagues with queries and complaints relating to your contracts to resolve them quickly and effectively.</li><li>Actively monitor and challenge the service provided by contractors and collect agreed performance information, presenting this in formats appropriate for the audience.</li><li>Arrange and administer regular contract review meetings to enable contractor performance to be scrutinised. This will include financial and operational performance.</li><li>Proactively maintain accurate records, including regular property and asset reconciliation with contractors, to ensure compliance is met.</li><li>Ensure purchase/works orders are raised promptly and accurately to enable works to be carried out and budgets to be monitored.</li></ul><br><b>Key Outcomes:</b> <ul style="list-style-type: none"><li>Statutory, regulatory and Guinness requirements relating to asset compliance are met.</li><li>Assets are well-maintained and works are carried out effectively and safely.</li><li>Contractors deliver the specified service to the benefit of tenants and the business.</li><li>Customer satisfaction at or above agreed performance levels.</li><li>A value for money service is provided and costs are appropriately controlled.</li><li>Risks are identified quickly and appropriately escalated.</li></ul> |  | <b>Essential:</b> <ul style="list-style-type: none"><li>Ability to gather information, diagnose problems, draw logical conclusions and suggest practical solutions.</li><li>Experience of building and maintaining relationships with contractors, tenants and staff across different functions.</li><li>Awareness of statutory and regulatory requirements relating to asset compliance.</li><li>Good attention to detail.</li><li>Good written and verbal communication skills.</li><li>A sound understanding of financial controls.</li><li>Able to demonstrate Guinness behavioral competencies.</li></ul><br><b>Desirable:</b> <ul style="list-style-type: none"><li>Experience of supporting the management or delivery of asset compliance contracts.</li><li>Experience of analysing management information to identify improvements required.</li><li>Awareness of the requirements and regulations facing social housing providers relating to asset compliance</li></ul> |                                | <p>These are the requirements for roles at Grade C. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case.</p> <p><b>Accountability:</b></p> <ul style="list-style-type: none"><li>Operates <i>largely autonomously</i>, within set guidelines with managerial guidance.</li><li>End <i>results largely defined</i> but <i>interpretive judgement</i> is used to achieve them.</li><li>Works to <i>clearly defined</i> budgetary parameters and targets.</li></ul> <p><b>People Skills:</b></p> <ul style="list-style-type: none"><li>Typically <i>oversees/co-ordinates</i> the work of others, and may be a knowledge leader or lead a <i>small-medium sized</i> team.</li><li>Required to maintain effective relationships within <i>own area of responsibility</i>.</li><li><i>Manages and ensures consistency</i> the employment experience in own area.</li></ul> <p><b>Impact &amp; Influence:</b></p> <ul style="list-style-type: none"><li>May be required to make a <i>variety of decisions</i>, some complex in nature, with concern for impact on others.</li><li>Actions <i>may</i> have internal and external impact/influence.</li><li><i>Provides guidance and shares knowledge</i> with colleagues relating own specialism.</li></ul> <p><b>Thinking Challenge:</b></p> <ul style="list-style-type: none"><li>Required to identify, assess and <i>resolve complex issues/problems</i> within own area of responsibility.</li><li>Sufficient job knowledge to enable the analysis of principles and concepts.</li><li><i>Designs and develops</i> a continuous improvement approach within own area.</li></ul> <p><b>Customer Service:</b></p> <ul style="list-style-type: none"><li><i>Respects and values</i> customers, both internal and external, and demonstrates the Partnership’s commitment to high quality customer service in all that is done.</li></ul> |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | <b>Qualifications</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | <b>Other</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | Driving Licence Required                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | No                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | Mobile working required                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Some                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | Evening and weekend working required                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Infrequent                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | Overnight stays                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Infrequent                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

You are also required to undertake any other duties within your capabilities as may be reasonably required.