

Commercial & Performance Role Profile

Role Title:	Commercial & Performance Manager
Directorate:	Repairs & Maintenance
Role Purpose:	<p>To lead the management, and delivery of all commercial and contractor performance aspects of our repairs and maintenance service, including:</p> <ul style="list-style-type: none"> • The effective delivery of all commercial activity, including procurement, valuation and payments, contract management, and contractor performance reporting. • Leading and developing the performance and capability of Contract Managers and Quantity Surveyors.
Reporting to:	Head of Repairs Performance
Responsible for:	Quantity Surveyors & Contract Managers
Checks:	Basic DBS (with Financial Background check) & Social Media checks
Role Level:	Frontline Manager

Key Role Responsibilities	<p>Colleague Management</p> <ul style="list-style-type: none"> • Lead, motivate, develop and manage the team, acting as a role model for team members and leading by example to create a high performing team. • Provide leadership, support and motivation to colleagues ensuring all are recruited, trained, managed, appraised and developed effectively in accordance with policy and procedures. <p>Service Delivery</p> <ul style="list-style-type: none"> • Collaborate with the Repairs and Maintenance Management Team to contribute to the delivery of a robust repairs and maintenance subcontractor delivery program, with delivery plans for the short, medium and long term that improve the quality and efficiency of the service. • Provide monthly and quarterly reports to the Head of Repairs Performance incorporating exception reporting and commercial advice. • Establish appropriate mechanisms to benchmark commercial performance and recommend new policies, procedures and plans to the Head of Repairs Performance.
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	<ul style="list-style-type: none"> • Support the future development of end-to-end Management, IT systems and services, ensuring they are aligned to operational strategy and future business planning. • Drive a pro-active approach to delivering the subcontracted repairs service through our subcontractor and supplier chain, ensuring a laser focus on driving efficiency and productivity enhancements across all services. • Support the investigation of complaints related to sub-contractor and supplier works, ensuring lessons learnt are recorded, communicated and implemented by supply chain and internal teams. • Act as out of hours contact on a rota-basis. <p>Financial Control and Value for Money</p> <ul style="list-style-type: none"> • Ensure strong financial governance, and standing orders are maintained and continuously improved through an audit and review process. • Manage the valuation and payment process for our subcontractors and key supply chain, ensuring payments are made appropriately and in a timely manner. • Ensure supply chain valuations and invoices are accurately scrutinised by Quantity Surveyors with focus on value for money. • Ensuring that Contract Managers are conducting post-work inspections to verify quality and completion of works. • Ensure the effective management of revenue and capital expenditure and contract delivery. • Support the Head of Repairs Performance in setting departmental budgets and quarterly reforecasting. • Assist the Head of Repairs Performance and Commercial Team with the development and agreement of the annual procurement activity schedule, ensuring our contract arrangements are compliant with all relevant legislation and practice. <p>Compliance</p> <ul style="list-style-type: none"> • Collaborate with the Repairs and Maintenance Management Team to maintain the Repairs and Maintenance risk register, to identify, log and mitigate risks. • Contribute to the maintenance of organisational risk registers, taking ownership of assigned risks, managing and providing regular updates on mitigating actions.
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	<ul style="list-style-type: none"> • Review and make recommendations on audit next steps, ensuring owners are assigned and plans are put into place to address findings.
Education, Qualifications & Training	<ul style="list-style-type: none"> • Educated to degree level or equivalent technical level of expertise demonstrated through significant work experience. • Achieved or willingness to work towards CIH recognised level 4 housing qualification.
Knowledge & Experience	<ul style="list-style-type: none"> • Extensive demonstrable experience in construction or maintenance related procurement, contract management, valuation, and payment terms. • Knowledge of and have worked with Construction contracts including JCT, NEC, NHF. • Experience of operating a schedule of rates preferably the Nat Fed SOR. • Extensive experience of working with stakeholders, clients and contractors and developing successful long-term working relationships. • Proven experience of achieving challenging targets and objectives. • Excellent construction knowledge including Health and Safety legislation, fire safety, CDM regulations and relevant codes of practice. • An understanding of Contract Law and procurement regulations. • Experience of working with construction related software.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • Customer focused with a commitment to pursuing excellent customer experience. • High degree of personal drive, capable of delivering results to tight timeframes and under pressure. • Advocate of continuous improvement and new ways of working. • Excellent communication and stakeholder management skills with the ability to influence and negotiate effectively. • Ability to assess complex issues and to apply solutions using strategic thinking and effective problem solving. • Able to use a pragmatic approach to deliver service and financial objectives. IT literate with thorough understanding and application of asset management systems, Word, Excel, Access and Power Point.