

Contracts Manager Maintenance

Team	Three Sixty Maintenance
Salary	Up to £56,694 plus car allowance
You will report to:	Head of Maintenance Services
You will manage:	Service Managers

To be responsible for the day-to-day delivery of the responsive repairs and empty homes service to ensure all works are carried out safely in line with all regulatory requirements.

The role will ensure all works are delivered in accordance with company and group objectives, reporting on a regular basis to provide assurance to the senior management team.

The role will be responsible for the efficient delivery of all works for our customers whilst delivering all services in line with current health and safety regulations.

Your responsibilities will include:

- ✓ Leading the Service Managers in the delivery of a first-class responsive repairs and empty homes service for our customers.
- ✓ Ensuring all repairs are delivered within budgets and timescales, ensuring profit margins are achieved and KPIs are met.
- ✓ Working closely with the Health and Safety team to ensure all health and safety policies, procedures and practices are understood and implemented in order to provide a safe environment for staff and customers.
- ✓ Carrying out regular audits for workstreams in accordance with the company Health and Safety procedures.
- ✓ Providing strong and effective management of the Maintenance team to ensure that duties are performed efficiently and effectively in line with the business objectives and that performance targets are met or exceeded.
- ✓ Producing regular reports and updates to the Head of Maintenance Services on contract performance.
- ✓ Ensuring that an outstanding customer experience is achieved on all repairs or projects through the delivery of a first-class service and quality product.
- ✓ Ensuring that the team take ownership of customer feedback which is utilised in improving the maintenance service by keeping satisfaction at the highest levels.
- ✓ Working closely with the Head of Maintenance Services to ensure the development and continual improvement of the service.

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About you:

- ✓ Current SMSTS Qualification.
- ✓ Excellent understanding of Health and Safety in both social housing and the general construction refurbishment industry.
- ✓ Proven experience of successfully managing a large operational team.
- ✓ Proven up to date experience and knowledge of the building maintenance industry both in the public and private sector.
- ✓ Excellent understanding of Health and Safety in both social housing and the general construction refurbishment industry.
- ✓ Proven experience of successfully managing a large operational team.
- ✓ Experience of managing several workstreams to high standards whilst understanding budget and quality implications.
- ✓ An awareness of the wider teams within the group and the ability to interact seamlessly to provide the best customer service possible.
- ✓ Effective leadership experience with excellent verbal and written communication skills along with the ability to negotiate and influence.
- ✓ The ability to produce technically competent and accurate information.
- ✓ The ability to work to strict deadlines, and to plan and prioritise accordingly.
- ✓ Extensive experience working with clients on multiple accounts.
- ✓ Advanced IT skills, particularly in Microsoft Office.

What we offer:

<p>Pension</p> <p>Access to a Social Housing Pension Scheme (SHPS).</p>	<p>Annual Leave</p> <p>27 days, increasing to 30 days after 5 years of service.</p>	<p>Health Cash Plan</p> <p>Claim back a proportion of your everyday healthcare and medical expenses.</p>
<p>Retail Discounts</p> <p>Access to discounts providing savings on food and shopping.</p>	<p>Flexible Working</p> <p>Flexible/Hybrid working, to ensure a healthy work life balance.</p>	<p>Work Pattern</p> <p>Full Time 42.5 Hours</p>

Core Values

<p>Ambition</p> <p>We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers.</p>	<p>Social Responsibility</p> <p>We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people.</p>	<p>Passion</p> <p>We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work.</p>	<p>Innovation</p> <p>We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things.</p>	<p>Respect</p> <p>We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships.</p>	<p>Excellence</p> <p>We continually improve how we work; challenging the status quo, learning from what goes well & always being professional.</p>
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