



JOB DESCRIPTION

Job Title:	Maintenance Contracts Manager
Department / Unit:	Department of Estates
Job type	Full-Time, Permanent, Professional Services
Grade:	RHUL 8
Accountable to:	Head of Maintenance
Accountable for:	N/A
Purpose of the Post	
<p>The post holder is a key position within the Estates team with responsibility for the effective and efficient administration, management and reporting of all Estates and Maintenance service-related contracts.</p> <p>The post holder will be the estates lead for the direction of all contracts including services and material procurement for the Estates Operations, in conjunction with the procurement and finance departments.</p> <p>The post holder will ensure that there is a consistent high performing approach across all disciplines for the design, tendering, management and control of contracts and contractors. This will include ensuring that any follow up improvement actions are scheduled, recorded and certified appropriately and that there is the appropriate application of quality assurance procedures and oversight as directed by the estates Maintenance and Performance Manager.</p> <p>The post holder will manage and lead the required level of governance of all contracts, ensuring compliance at all times, with internal and external regulations, legislation, and best practice. They will be the effective owner of the service contract compliance schedule, ensuring currency, accuracy and the timely scheduling of certifiable audit works to ensure the statutory continuity of compliance.</p> <p>The post holder will develop and refine processes and procedures regarding financial and performance reporting, KPI and SLA achievement and contractor management. The post holder will ensure that the University is getting a safe, timely, value for money and effective services for all contracted out services.</p> <p>The post holder will work closely with the Estates Procurement and Finance sections, to ensure delivery of the contract services, benefits, and costs, contributing to the development of tenders and influencing budget planning.</p>	

The post holder will ensure the delivery of a professional “customer focused” service for the benefit of the University’s wider stakeholder community.

Key Tasks

To provide consistent administration, management and reporting of 3rd party service contractors employed in the delivery of operational services across Estates. To ensure we are applying a consistent contract format (NEC4 etc). That the contracts are in-line with best practices in the estates management sector (public or private). To ensure that we maintain correct balance of consistency and specific clauses to ensure effective delivery.

Managing service contract documentation including job sheets, inspection reports certifications, applications for payments and any service-related queries. Monitoring of annual contracted budgets for each service provider in line with the agreed limits, flagging any issues to the appropriate people and maintaining service contract expenditure records in liaison with the finance business partners.

Conducting and leading monthly contract performance management meetings with each contractor and keeping minutes of these discussions. Ensuring that contractors supply monthly, quarterly, and annual reports at least 7 days prior to the meeting date.

To act as the contract expert to provide expert advice to all the staff requiring detailed contract knowledge. To aid in all aspects of contract management from inception but specifically in dealing with contract variations, disputes, and claims. Ensure that all areas where there is poor contractor performance are recorded and addressed.

Collecting, collating, storing, and distributing of all statutory documentation and certification in a timely manner. Arranging and coordinating the programmes of contracted works in line with the university calendar of events and ensuring disruption is minimised throughout the year. Issuing work orders, contract instructions and monitoring completion within agreed time limits.

Preparing reports, managing contract programmes, contract details and contacts using the departments Facilities Management (FM) software. Ensure that work is completed in compliance with all relevant University policies and procedures, safe working practices, statutory requirements, and best practice. Ensure that contractor staff, including sub-contractors demonstrate personal ownership and responsibility for tasks.

Liaise as necessary to plan and organise the isolation/shut down of critical building services with the key stakeholders to enable access for essential maintenance and repair work as far as possible to minimise disruption and inconvenience to building users.

Be responsible for ensuring external contractors supply appropriate documentation for the health and safety of their and our teams, receiving and reviewing Risk Assessment & Method Statements (RAM) for specific operational works undertaken.

Analysing monthly and annual reports, SLAs, and feedback to identify areas where improvement and development could be made. Providing monthly reports/dashboards on this analysis and detailing progress in implementing identified improvements. Leading regular customer and stakeholder surgeries and feedback meetings on service delivery and satisfaction.

Implementing safe, robust, and consistent methods of management of all people working for the University. Ensure compliance with health and safety regulations, auditing and reviewing of Contractor's competence, risk assessments and method statements.

To establish a continuous improvement plan of general contract management, identifying areas of improvement - project manage improvement projects, identify, and measure key success factors, Providing contract performance reports as well as monitor improvement progress.

Promote and maintain equality of opportunity and diversity with respect to both University staff, students, and external stakeholders, and to actively promote our key values as detailed in RH2030'S. Appropriately and effectively discharge departmental and University Health & Safety obligations and responsibilities.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their line manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships

The following list is not exhaustive, but the post holder will be required to liaise with:

Internal (University)

- Estates Directorate
- University staff and Students
- Project Stakeholders, Committees and Project Boards

External

- Contractors and suppliers

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge, and abilities that are needed to fulfil this role are set out below.

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Department: Estates

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
<ul style="list-style-type: none"> Educated to Degree Level or equivalent experience in Contract Management 	x		Application Form / Interview
<ul style="list-style-type: none"> A recognised further technical qualification in contract management e.g., City & Guilds Certificate / NVQ level 3. 		x	Application Form / interview
<ul style="list-style-type: none"> An In-depth knowledge of contract related legislation and formal procedures i.e., Contract management, mobilisation, termination, and procurement etc. 	x		Application Form / Interview
<ul style="list-style-type: none"> A proven knowledge of key contract and project management techniques i.e., critical path analysis, scheduling, and sequencing etc. 	x		Interview
<ul style="list-style-type: none"> A demonstrable awareness of pertinent Health and Safety / Compliance legislation 	x		Application Form
Skills and Abilities			
<ul style="list-style-type: none"> Good written and oral communication skills with the ability to negotiate in a variety of contexts. 	x		Interview
<ul style="list-style-type: none"> Ability to manage busy and technically detailed responses to ensure the successful delivery of service and act as point of contact for questions regarding service delivery. 	x		Application Form / Interview

<ul style="list-style-type: none"> • Experience of providing appropriate support to motivate internal and external contractors to reach objectives with limited resources and meeting tight deadlines when required. 		x	Interview
<ul style="list-style-type: none"> • Proven ability to work collaboratively, contributing to team events and make a major contribution to the technical excellence and successful performance of the Estates Operations function. 	x		Interview
<ul style="list-style-type: none"> • Experience in supporting the needs and interests of diverse staff, students, and external University clients. 	x		Interview
Experience			
<ul style="list-style-type: none"> • Experience in the development, tendering and management of Estates and Maintenance service contracts. 	x		Interview
<ul style="list-style-type: none"> • A proven track record of managing and administering financial elements of a let contract. 	x		Interview
<ul style="list-style-type: none"> • Demonstrable experience of supporting multi-disciplinary projects, co-ordinating external contractors, and internal service providers within budget and to agreed standards. 	x		Interview
<ul style="list-style-type: none"> • Demonstrable experience of contract development. 	x		Interview
<ul style="list-style-type: none"> • Estates contract management experience in a higher education environment. 		x	Application Form / Interview
Other requirements			
<ul style="list-style-type: none"> • Demonstrable commitment to equality, diversity, and inclusion 	x		Application Form / Interview
<ul style="list-style-type: none"> • A commitment to continuous personal development. 	x		Application Form / Interview