

Role profile

Job Title:	Contracts and Social Value officer	Grade:	10
Department:	Housing Landlord Services	Post no.:	64723
Directorate:	Housing and Environment	Location:	Perceval House
Role reports to:	Resident Engagement Manager		
Direct reports:	None		
Indirect reports:	None		

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To effectively manage all Landlord Service contracts.
- To lead on re-procurement of contracts as required.
- To manage lease agreements for HRA stock managed by other providers.
- To ensure that we utilise any social value elements of contracts for the benefit of our Council residents.

Key accountabilities

- To maintain a Landlord Service contract register to include contracted services, lease agreements and consultants.
- To ensure that we hold copies of all relevant lease and tenancy at will documents.
- To work with procurement to ensure that contracts are reprocured as required with a focus on value for money ensuring compliance with legal and statutory requirements.
- Ensure that Social Value is built into contracts when re-procuring.
- To monitor and manage the performance of contracted services.

- To manage the relationship between Landlord Services and the contracted services.
- To ensure that where we are contracting services from within the Council service level agreements are in place and are closely monitored.
- Closely monitor spend in relation to contracted services to ensure that services are provided within budget constraints.
- Ensure that recharges are correctly set up and charges are applied in line with contracts to avoid accrual of costs.
- Prepare briefing papers setting out options for re-procurement of services as required.
- To manage lease agreements where HRA stock has been leased to other providers.
- Working in partnership with legal services to resolve any issues relating to lease agreements.
- To manage any disputes with contracted service providers or lease holders.
- To support the Resident Empowerment team to manage tenancies at will where a community space has been let on a commercial basis.
- To manage contracts where a support provider has been contracted to support HRA residents.
- To ensure that we make full use of any social value commitments that form part of contracts for the benefit of our Council residents.

Key performance indicators

- Contracts reprocured where required.
- All procurement to be compliant with Contract Procedure Rules.
- Contracted services provided within budget.
- Valid lease agreements in place and renewed as required.

Key relationships (internal and external)

- Internally contracted services such as Caretaking, Community Safety, Grounds Maintenance and Pest Control.
- Externally contracted services such as IT and Telephony services.
- Lease holders including registered providers and support providers.

- Internal services: Legal Services, Procurement and Finance.
- Housing Management and Resident Empowerment teams.
- Leasehold and Housing Income Services.

Authority level

- To monitor and manage budgets relating to contracted services.

Additional Requirement

- Work collaboratively with staff in the team, other internal and external services, partnerships, and external agencies.
- Ensure the legal work meets appropriate standards.
- Act as an Authorised Officer of the Council under Environmental Health legislation.

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. **Procurement knowledge** - A knowledge of procurement rules and processes.
2. **Performance management** - Ability to manage contract performance ensuring that contracts deliver high-quality value for money services to residents.
3. **Communication** - Good verbal and written communication skills to communicate effectively with a wide range of stakeholders, including internal and external partners.
4. **Problem solving** - Ability to problem-solve quickly and identify challenges and develop practical, effective solutions.

5. **Interpersonal and negotiation skills** - Ability to influence and negotiate with stakeholders, maintaining constructive relationships and ability to resolve conflicts to achieve positive outcomes.
6. **Planning** - Ability to plan, organise and produce work of a high standard.
7. **IT Skills** - Ability to work confidently with IT software packages – e.g. Microsoft Word, Excel.
8. **Equality & Diversity** - Understanding of the principles of equality and diversity, ability to apply them to service provision, respecting confidentiality and the dignity of others.

Essential qualification(s) and experience

1. Experience of contract management.
2. Experience of contract procurement.
3. GCSE qualifications or equivalent (including English and Maths).

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards