



Role Profile

Role Title – Service lead – Commissioning & Contracts

Inclusive , Economy and Sustainability

Role Profile: Service Lead - Commissioning & Contracts	Role Profile Number: SBC_12580
Directorate: Inclusive Economy & Sustainability	Reporting to: Service Manager
Grade: CFL 11	Date Prepared: September 2026

Our Values

Our [Values](#) shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.

We HEAR – each other and the people we serve

We CARE – about our colleagues, our residents and our community

We ACT – with integrity, accountability and purpose

We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The [Swindon Commitment](#) shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Purpose:

We are seeking a skilled and dedicated Commissioning & Contract Lead for the oversight and delivery of key contracts within a repairs and maintenance setting. The successful candidate will play a pivotal role in supporting effective commissioning and contract management across the service, ensuring high-quality outcomes for residents. This role requires a strong understanding of contract management principles, relevant regulatory frameworks, and the ability to collaborate across a wide range of stakeholders, partners, and providers.

The postholder will be responsible for managing the lifecycle of contracts and/or frameworks, driving performance, and ensuring compliance with regulatory housing standards and internal expectations. Leading multidisciplinary teams and contractors, taking responsibility for inspections, repairs, and the associated health and safety compliance; while embedding a culture of continuous improvement and innovation. The role is accountable for performance, financial contract oversight, and strategic contract planning, contributing to the delivery of a responsive, customer-focused service.

Key responsibilities and accountabilities:

- Lead the end-to-end management of contracts, frameworks, and Dynamic Purchasing Systems (DPS) from initiation to closure, ensuring alignment with service quality, financial objectives, and compliance requirements.
- Develop and implement team specific commissioning, procurement, and contract management strategies that drive continuous improvement, operational efficiency, and customer satisfaction.
- Ensure all contractual activities comply with legislation, regulations, Contract Standing Orders, and internal policies, including Health & Safety and Equality, Diversity, and Inclusion standards.
- Stay informed of changes in procurement law, housing standards, and related frameworks, adapting strategies and contracts accordingly.
- Establish and maintain robust performance management frameworks, including KPIs, SLAs, and quality standards. Use audits, inspections, and reporting to drive service improvement and maintain high standards.
- Monitor contract spend and financial performance, ensuring value for money and alignment with budgetary constraints. Support budget planning and forecasting for contract delivery.
- Identify, assess, and mitigate risks related to non-compliance, financial discrepancies, or service disruption. Develop contingency plans and lead resolution of contractual disputes in collaboration with legal, procurement, and commercial teams.

- Build and maintain effective relationships with contractors, suppliers, consultants, and internal teams to ensure contract strategies support wider organisational goals.
- Provide specialist advice to Councillors, MPs, senior leaders, and external bodies on housing repairs, disrepair, and property maintenance. Lead on complex complaints and ensure appropriate responses.
- Analyse and present performance data to client teams, senior leaders, elected members, and external stakeholders to inform strategic decisions and maintain transparency.
- Coordinate contract renewals and terminations, ensuring smooth transitions and minimal service disruption.
- Lead on evaluations of contract terms, ensuring best value and compliance.
- Champion service innovation and customer engagement, identifying and implementing improvements that enhance outcomes and satisfaction.
- Respond to high-priority issues raised by tenants, elected members, and the public, ensuring timely resolution and maintaining public confidence.
- Lead and motivate a small team, promoting a culture of high performance, continuous improvement, and professional development.
- Provide training, mentoring, and support to staff involved in contract and programme management activities.
- Deputise for Service Managers as required, providing continuity of leadership and contributing to wider service planning and delivery.
- Demonstrate organisational values and behaviours, fostering an inclusive, forward-thinking culture that supports staff wellbeing and growth.
- Drive operational efficiency and commercial awareness across the service, identifying opportunities to reduce costs, improve productivity, and maximise value from internal and external resources.

Supplementary Accountabilities

- Lead partnership working with emergency services, elected members, community groups, and other key stakeholders to ensure coordinated responses to urgent and complex property-related issues.
- Maintain strategic oversight of health and safety across contacts and for colleagues; including for hazardous sites. Ensure robust risk assessments, mitigation strategies, and contingency plans are in place to safeguard staff, residents, and service continuity during incidents or disruptions.
- Contribute toward the development and implementation of policies, procedures, and documentation that support service delivery and contract management
- Identify and deliver opportunities to improve efficiency, data quality, and customer experience through innovation and technology. Ensure the team remains agile and responsive to legislative changes, regulatory reform, and evolving customer expectations.
- Monitor and be accountable for key service indicators related to building maintenance, contracts, asset condition, and project delivery, ensuring targets are met or exceeded. Review and report on market management trends to inform sufficiency, market engagement, and future commissioning activities.
- Ensure responsiveness to political priorities, including managing high-profile cases and providing clear, timely briefings to senior officers, elected members, and MPs. Provide technical guidance to support strategic decisions on building maintenance.
- Promote and uphold good records management practices, ensuring all technical documentation, maintenance records, plans, and reports are created, stored, and retrieved in accordance with Council policies and legislative requirements.
- Make site visits across the Borough and attend meetings outside the Borough as required, representing the Council with authority and professionalism.
- Provide visible leadership, ensuring robust decision-making and effective communication across internal and external partners.
- Represent the Council at regional and national forums, contributing to sector-wide discussions on empty homes.

Number and types of jobs C300 void turnarounds P/A 3-6 FTE's End-end commissioning and ongoing contract management Budget Holder: No Budget Value: N/A Asset Responsibility: Council owned property

PERSON SPECIFICATION

Qualifications:	Essential or Desirable
• A degree-level qualification in a property, construction, or building-related discipline (e.g. Building Surveying, Construction Management, is desirable; equivalent knowledge and experience will be considered. • Professional membership or accreditation with a recognised industry body (e.g. MCIQB, MRICS) is desirable; equivalent practical experience and expertise will be accepted. • A recognised Health & Safety qualification or accreditation (e.g. NEBOSH, IOSH Managing Safely) is desirable; candidates with substantial operational health and safety experience will also be considered. • Professional certifications in contract management or related fields is desirable. • Familiarity with the Public Contracts Regulations 2015	E
Knowledge and Experience:	

• Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this: • Proven ability to deliver complex projects and solutions in relation to housing maintenance • A thorough knowledge of UK building regulations, policy and guidance with an ability to apply this practically and progressively to deliver. • Experience and proven ability over a sustained period to lead on complex bespoke contracts, including JCT/NEC forms. • Experience of managing projects and leading on contract and programme delivery, aligned to standard forms of building contracts and project management principles. • Understanding of statutory housing standards, including the Decent Homes Standard, Housing Health and Safety Rating System (HHSRS), and the Regulator of Social Housing's Consumer Standards. • Experience in managing substantial contract budgets, with a strong track record of delivering cost-effective services and ensuring compliance with financial governance frameworks. • Proven ability to work collaboratively across internal departments, external agencies, and strategic partners to deliver integrated services and shared objectives. • Commercially aware, with the ability to identify and implement opportunities for service efficiency, value for money, and innovation within a public sector context. • Awareness of technology-enabled service delivery, including the use of real-time data, scheduling systems, and mobile applications to support field-based teams and improve customer outcomes.	E E E E
Aptitudes, Skills and Competencies:	
Decision Making • Within delegated authority exercise decision-making in relation to contracted works, ensuring alignment with corporate objectives, statutory obligations, and regulatory standards. • Make expert technical decisions that directly influence the safety, compliance, and long-term performance of housing and corporate property assets. • Prioritise and escalate decisions where there is a risk to life, serious injury, or breach of statutory duty, ensuring urgent intervention and mitigation. • Approve specifications, contract documentation, and financial commitments within delegated authority, ensuring alignment with legal, technical, and governance frameworks.	E

• Influence strategic investment decisions and procurement approaches through technical insight, risk evaluation, and lifecycle cost analysis. • Resolve escalated contractor performance issues, enforce contractual remedies, and ensure service continuity across complex, multi-site operations. • Apply sound judgement in high-pressure and high-risk situations, balancing operational demands with long-term service resilience and customer outcomes, escalating where required. • Lead formal decision-making processes relating to staff performance, capability, and conduct, including disciplinary action and dismissal, in accordance with Council policies and employment law Creativity and Innovation • Contribute toward the identification and implementation of innovative technical solutions that enhance service delivery, regulatory compliance, and the long-term performance of the team and wider services. • Promote and influence the adoption of modern materials, methods, and digital technologies—including mobile working, real-time data tools, and asset management systems—to drive operational efficiency, workforce productivity, and customer satisfaction. • Use performance data and trend analysis to challenge existing practices, identify service gaps, and recommend improvements to policies, standards, and delivery models. • Contribute toward continuous improvement and learning across the service.	E
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Other Key Features of the role

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.

