

## Leathermarket **JMB**

Job Title: **Contracts Coordinator**

Salary: L9 - (£37,491 to £40,632)

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### **Purpose of Job:**

The post holder will report to and support the Senior Surveyor, (SS) in taking responsibility for the management and administration of Leathermarket JMB's term contracts for building compliance and services including lift maintenance, gas servicing and fire risk management. Overall responsibility will comprise enforcement of the contract terms to ensure quality standards; budgetary control; liaising with all stakeholders to deliver effective services.

### **Main Duties and Responsibilities.**

1. Assume day to day responsibility for the effective management of repairs, compliance and building services contracts ensuring standards are maintained in terms of quality, responsiveness; and value for money to ensure JMB compliance obligations are met.
2. Maintain budgetary control for compliance and repairs contracts including monitoring and budgetary control to keep within budget identifying and taking required corrective action. Inform annual budget setting in conjunction with the Finance Team.
3. Devise and maintain appropriate KPIs to manage all aspects of service delivery and performance ensuring indicators accurately measure the service. Collate, review and report on performance indicators to demonstrate contractor and consultant performance.
4. Assist in the procurement of compliance and building services contracts for contracts to be renewed in a timely manner ensuring all services are covered by contract.
5. Ensure all aspects of works and services are carried out in accordance with organisational financial standing orders complying with statutory leaseholder and regulatory requirements.
6. Assist in devising and monitoring service standards and lead in establishing procedures for compliance services.
7. Take responsibility for accurately ordering, coding, making payments including for communal repairs and for emergency and out-of-hours issues. Review and check invoices after determining due completion of services and works prior to payment recording information to inform service charges.

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8. Deputise in the absence of the Senior Surveyor as necessary including for responsive repair contract management issues.
9. Ensure all property assets are covered by appropriate service; compliance and repair contracts including new developments coming out of defects recording information on the JMB's asset register and other systems.
10. Assist the SS in providing out-of-hours emergency service advice, coordinating and progressing any required follow up works and services.
11. Lead in the co-ordination and monitoring of JMB fire safety and asbestos management services and issues, arranging, coordinating and managing required works.
12. Identify compliance / building services trends and work with the Senior Surveyor to identify, package and deliver suitable planned preventative measures updating record systems.
13. Provide technical support to the Resident Services team including assistance with training and maintain on-going liaison to ensure provision of quality services in your service.
14. Contribute and participate in the production, review and implementation of policies and procedures relating to all building compliance and related issues.

## **Job Context**

The post holder reports to the senior Surveyor and is a member of the team dealing with all responsive repair, maintenance and term contracts and major works. This post is primarily responsible for ensuring contractors provide value for money, quality services and the JMB's building and property maintenance and compliance obligations are fully met.

June 2021



## Person Specification

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Unless stated Desirable **(D)** all criteria are essential. Criteria noted under experience and knowledge will be assessed at shortlisting stage and may be discussed further in any interview.

### Experience

1. Experience of managing compliance & repair term contracts including enforcement of liabilities.
2. Experience of delivering compliance services to public sector residential dwellings.
3. Experience of budgetary and financial control.

### Knowledge

1. Qualification in Building Studies **(D)** or at least five years' experience of managing term contracts **(D)**
2. Understands and applies financial standing orders in undertaking activities.
3. Demonstrates a working knowledge and understanding of residential building services.
4. Understands a social landlord's compliance issues and obligations in relation to property management.
5. Working knowledge of the legal requirements inherent in delivering a repair service to residents.
6. Demonstrates a knowledge of IT in relation to the provision repair and compliance services.

### Skills and Abilities.

1. Able to communicate with a wide range of people orally and in writing.
2. Able to organise own workload within established parameters.
3. Able to produce reports containing complex data and budgetary information.

