

Yorkshire Housing Role Profile

Job title:	Customer Experience Contract Manager	Leader of others:	Yes
Reports to:	Head of Compliance Delivery and Business Improvement	Contract type:	Agile
Business area:	Repairs	Car allowance:	Yes
Budget holder:	No	DBS required:	Yes

Job purpose

Your primary role is to oversee the commercial suppliers and contractors who provide services in support of our Customer Experience teams. You will be collaborating with Service Managers and the Procurement team to ensure our suppliers and contractors have contracts that ensure a customer obsessed experience for all our customers.

You'll work in partnership with the Procurement team to ensure all suppliers and contractors are procured in line with company policy and legislation. You'll play a central role in supporting the business area in procurement and tendering, bringing existing suppliers and contractors within a performance framework, and developing SLAs that meet service delivery needs.

You'll be responsible for overall contract management and ensuring that you implement a performance management framework, using your commercial acumen to ensure we get the best outcomes. You'll establish a robust governance framework which will have safety and customer satisfaction prioritised at all times.

You'll work closely with the Business Improvement team, ensuring a seamless operation between the Customer Experience teams and commercial contractors, maximising delivery for our customers.

You'll support the Head of Compliance Delivery and Business Improvement in strategic meetings both internally and externally with stakeholders, and will potentially have line management responsibility.

Key responsibilities

- Partner with Service Managers and lead on the commercial tenders, working in collaboration with the Procurement team.
- You'll closely monitor the performance of suppliers and contractors, holding formal performance management meetings to ensure contractual obligations are achieved. You'll be negotiating and agreeing future demands, to maintain service delivery needs. You'll maintain an efficient record-keeping system that supports this function.
- You'll anticipate service failure and develop risk mitigation processes to ensure performance is met, commercial risk is reduced/mitigated.
- You'll be accountable for reviewing existing supplier and contractor arrangements and driving service improvements and developing a governance framework in accordance with procurement guidelines.
- You'll understand, interrogate, and challenge performance data and ensure mitigations are put in place to reduce the impact of our customers and service delivery.

- You'll complete a range of performance reports that support senior management and stakeholders, required for Business Delivery and the Customer Experience teams.
- You'll ensure all suppliers and contractors work in a customer obsessed way and adhere to a range of policies and procedure including code of conduct, safeguarding, Health and Safety policies and legislative guidelines relevant to service delivery to reduce risks.
- You'll work closely with the Procurement team to prioritise procurement activities and participate and lead in project teams where required.
- You'll work with budgets and have oversight of contractors spend, and operate within the financial processes. You will also work with the Finance teams and provide financial data.
- You'll track spend, provide quality checks matching invoice to quality of work completed, reviewing invoicing processes and overseeing the process, ensuring the suppliers and contractors follow agreed protocols.
- You'll develop, administer, and maintain a framework of contractors and suppliers, including providing input on contract interpretation and claims/dispute resolution.
- You'll be a subject matter expert on contracts, able to proactively identify the risks and provide input into legal issues (with legal support) and understand commercial trends.
- You'll enhance the value for money and social value within the contracts, maximising financial return and opportunities for service improvements for customers.
- You will potentially have line management responsibilities providing leadership, guidance and support.

The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties commensurate with the responsibility level of this post as directed.

What you'll bring to the role

The main things:

- Commercial knowledge is what you'll need in this role, and you will have previously managed Construction/Repairs/Maintenance/FM types of contracts/Environment and Cleaning.
- You'll have experience in modernising, raising standards and governance processes in relation to contracts – with demonstrable experience of getting great outcomes from contract management and best practice.
- You'll have knowledge in commercial negotiation and procurement, ideally having partnered with procurement teams.
- You'll have an analytical mind - you can identify trends and patterns from large data sets.
- You'll be an effective communicator, able to proactively engage different levels of stakeholders and be able to influence and challenge.
- You'll hold effective stakeholder management skills - you can build strong working relationships based on mutual respect and trust.
- You'll be a pragmatic commercial problem solver.

- You'll be customer obsessed - passionate about delivering an exceptional customer experience.
- You'll be able to juggle multiple priorities at once.
- You'll have strong presenting skills - able to provide succinct updates to R&ID leadership function on current state.
- You'll have a pro-active mindset - able to take a problem and work self-sufficiently to deliver pragmatic and commercial solutions.
- You'll have an eagerness to develop own skills and adapt to change.
- Your personal values and approach will align with YH's values.
- You'll be able to work flexibly in line with Hub, Home, and Roam principles.
- You'll have an understanding of Equality, Diversity, and Inclusivity and how this is applied through our service to customers and colleagues.

It would be a bonus if you have:

- A formal qualification in commercial/contract management.

Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

Create trust • Do the right thing, not the easy thing • Be honest and open • Do what you say

Be curious • Think differently • Ask questions • Keep learning

Make it happen • Own it • Do it • Be empowered

Achieve impact • Do things that matter • Deliver results • Show pride and passion

Have fun • Enjoy work • Be yourself • Stay connected

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity, and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.

Date Role Profile last reviewed:

July 2024