

Job Pack

Contracts Manager



Lewes District Council



Working in partnership with Eastbourne Homes

Location

Thank you for taking the time to look at the details of this post.

Located in the heart of the Sussex countryside and one of the principal towns of the South Downs National Park Lewes offers the best of town and country. It is no surprise that the District is considered among the most desirable places to live and work in the UK.

Lewes town is one of the jewels of the South Downs National Park and the District also possesses many picturesque towns and villages, all with their own unique character.

Whilst nearby Eastbourne is a resort town on England's southeast coast. On the seafront are Victorian hotels, the 19th-century Eastbourne Pier and a 1930s bandstand. Discover a wide range of shops in Eastbourne from high street shopping at The Beacon to the quaint Victorian shopping streets of Little Chelsea, and the boutiques in the Enterprise Centre.

One of the most attractive aspects of living and working in the Lewes and Eastbourne area is the quality of life it has to offer. It is a truly exceptional location. Make the most of the area by enjoying a wide range of activities including country walks, water sports and much more.

Our offices in Lewes and Eastbourne are located close to Train Stations with direct connections to the coast and London. However, the Council provide all the necessary IT and infrastructure to enable home working and maintain a good work life balance

“The best of town, country and coast”

We are able to offer our staff a range of benefits and access to discounts as follows:

- Membership at local leisure centres who are part of Wave Leisure across the District and Borough and at the Sovereign Centre in Eastbourne.
- Eastbourne Downs Golf Club
- Kaarp Benefits which are only available to Local Government employees and includes between 3 and 4.5% savings at supermarkets when purchasing a gift card as well as savings on attractions and discounts on many other things.
- Chorus Workplace Savings Scheme
- Boundless which includes up to 10% off high-street and supermarket goods through discounted pre-paid shopping cards.
- CSSC which includes free entry to a number of tourist attractions and a free tastecard as well as discounted cinema visits and 4% saving on supermarket shopping through pre-paid shopping cards.
- Public Sector Discounts – by paying £9.99 for a Black Card £2.99 staff are able to access discounts such as 2.5% cashback – ASDA, 3.5% cashback – Sainsbury's, Waitrose and M&S, 4.5% cashback on B&Q and Primark and 5% cashback – Boots, Carpetright, Clarks, feelunique, Halfords, Harvester, John Lewis, National Express, New Look, River Island, Body Shop, Nike, The White Company, The Works, Waterstones, Wilko etc.
- Easit – the Councils have joined the Queens Award winning easitNETWORK group through which we hope to influence travel behaviour in the area by providing a full range of transport options to encourage staff to adopt more sustainable commuting habits. EasitNETWORK is a social enterprise, not for profit organisation that is all about sustainable travel. Our staff can benefit from many transport discounts including 15% discount on Southern rail journeys across the network (except central London zones 1,2,+ 3); including peak time travel; 10% discount at Halfords on all bikes, cycling accessories, servicing and parts; 15% discounts on monthly and annual bike insurance and 25% discount on new, electric, folding Beat Bikes.
- Eyesight tests vouchers are available for all drivers and computer users which include a discount off selected glasses and when glasses are required solely for VDU use.
- Vouchers for fully funded flu vaccinations through Boots which staff can redeem, arrange and book at a participating Boots Pharmacy of their choice.
- Cyclescheme - The UK's leading provider of the cycle to work scheme and the founding member of the Cycle to Work Alliance. It enables our staff to get a bike tax-

free, saving between 25-39%. Participants can choose from over 2,000 retailers and enjoy the ability to shop in-store or online.

- We also understand that balancing everyday life together with the requirements of work and home can create pressures for all of us. To support our staff in achieving this balance we have an Employee Assistance Programme (EAP) in place. Our EAP is currently provided by Health Assured an independent external organisation who work to a robust professional code of strict confidentiality.
- They offer both emotional and practical support to our staff when they feel they need it. They also have qualified legal advisors who will assist with any legal matters. They will provide advice and guidance on matters such as writing a will, tenancy and housing concerns, divorce procedures, boundary disputes, probate costs, motoring issues, property and partnership rights and immigration information.
- Our EAP is available 24/7, 365 days and year. As part of this service we are also able to offer staff access to an app where they can find useful articles and webinars alongside an enhanced set of wellbeing tools and engaging features to support wellbeing and wellness.
- Within the Councils we have a number of staff trained to provide 'first aid' to staff experiencing mental health issues. Mental Health first aiders are trained to listen, reassure and respond, even in a crisis – and even potentially stop a crisis from happening.
- They are able to empower others to access the support they might need for successful management of symptoms. This could include self-help books or websites, accessing services via their GP, the EAP, other support groups and more.

Job Description

Post Title	CONTRACTS MANAGER
Service Area	Service Delivery
Team	Homes First
Grade	F
Reports to	Estates and Facilities Manager
Direct Reports (3)	Estates Surveyor x 2, Facilities Officer, External Service Providers, Consultants
Date prepared	September 2022

Job Purpose

1. To be responsible for the design and delivery of annual inspection programmes in line with the Business Plans of Lewes and Eastbourne District Council, cyclical maintenance and Health and Safety compliance.
2. Ensure the delivery of the Asset Management Strategy (AMS) and the desired outcomes of the Housing Strategy and Corporate plans, optimising the use of the Councils' assets in all aspects of Health and Safety.
3. Ensure robust processes and appropriate contracts are in place for operations relating to Health and Safety in accordance with legislation and regulatory responsibilities.

Key Tasks

1. Deputise for the Estates and Facilities Manager
2. Develop a proactive approach to stock inspection programmes including communication and engagement with residents.
3. Lead the in-house Estate compliance team and manage external service providers under their terms of contracts.
4. Take ownership of the procurement and project management toolkit and ensure timely and effective working with Legal Services and Procurement to deliver estate services and health and safety inspection schedules on time and to budget.

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5. Support the Asset Manager in the development of investment priorities and standards in relation to form of tenure, asset value (NPV), ownership and neighbourhood plans.
 6. Support the Asset Manager in the development of neighbourhood plans with housing colleagues and residents.

Contract and Project Management

7. Act as contract administrator for mechanical and electrical service contracts, domestic & commercial gas servicing contracts, electrical testing program, fire alarms maintenance contracts, passenger lifts contracts, prevention of legionella, air source heat pumps servicing & maintenance, solar panels, disabled lifting equipment, dry risers, solid fuel appliances, chimneys, lightning conductors service and maintenance, portable appliance testing, emergency lighting testing, carbon monoxide detection, communal area cleaning contracts and fire-fighting equipment.
8. Monitor caretaking, cleaning and grounds maintenance contracts and ensure these are effectively contributing to safety on estates.
9. Manage and co-ordinate the out of hours management cover for Homes First ensuring a 24-hour service is available 365 days a year for both authorities. Manage the out of hour's duty manager team of up-to eight staff working a shift pattern.
10. Promote sustainability, carbon reduction and Community Wealth Building (Social Welfare) as part of all contracts.
11. Ensure an effective balance of these priorities compared to value for money and other investment priorities (AMS).
12. Integrate the procurement and delivery of H+S service, inspection, and delivery contracts into the in-house team.
13. Ensure knowledge sharing between team members and the rationalisation of work programmes to achieve best value for money.
14. Act as the Building Safety Manager to ensure all H+S compliance contracts are fit for purpose.
15. Ensure all contracts comply with the Building Safety Act and other relevant legislation.
16. Ensure that the Construction, Design and Management regulations (CDM) are correctly applied where applicable.
17. Lead the team to ensure that contract management processes and procedures are applied and recorded in a consistent manner.

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18. Ensure compliance with Procurement rules at all times.
 19. Ensure that the master suite of standard contracts is maintained and reviewed in light of regulatory changes.
 20. Ensure all supplementary conditions and contract variations do not frustrate standard terms.
 21. Work with the Estates and Facilities Manager to out-source services achieving best value for money when in-house resources cannot be recruited or in cases of insufficient budget provision.

Leasehold Management

22. Ensure compliance with the laws relating to Qualifying Long Term Agreements (QLTA) and sections 20 and 125 of the Landlord and Tenant Act (LTA).
23. Ensure effective consultation with all residents including leaseholders in accordance with the LTA and subsequent legislation.
24. Ensure effective leasehold consultation when in-house management is not possible.

Budget Management and Commercial Acumen

25. Be responsible for inspection and compliance budgets and alignment of works programmes to the respective business (financial) plan. This will include smoothing and rationalising programmes with the Asset Manager to achieve optimum value for money.
26. Ensure effective commitment and accrual accounting practices are in place and reported to the relevant boards and committees.
27. Ensure all contracts are delivered on time, on budget and achieving optimum value for money and minimising carbon emissions.
28. Ensure all projects are procured in accordance with Financial Regulations and Government/European law.

29. Authorise works and payments in accordance with contract terms and Financial Regulations.

30. Ensure contracts are designed to achieve optimum value for money, customer satisfaction and safeguard the Councils' financial and legal position.

31. Ensure professional and effective contract administration is delivered at all times.

Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
2. To promote a culture that is supportive of the Council's purpose, aims and values, and to take all reasonable steps to maintain good employee relations.
3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities.
4. To understand and apply the Council's Data Protection and Data Quality policy and procedures.
5. Any other duties commensurate with the nature of the post.
6. Deputise for Manager and cover absence of other team leaders as appropriate.
7. You will be required to support the Councils' corporate priorities and to ensure business continuity, e.g. emergency response, elections, deployment to critical services.
8. To work within the Council's Management and Core Competencies Framework(s). Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

Management Competencies

Leadership	<ul style="list-style-type: none"> • Inspires and engenders commitment in others. • Leads from the front and by example. • Presents a united and corporate view.
Managing and Developing Performance	<ul style="list-style-type: none"> • Coaches and supports individuals and teams to perform at their best, motivating and developing them to achieve high performance.
Managing Resources	<ul style="list-style-type: none"> • Ensures the council's priorities are achieved through planned action programmes. • Makes best use of resources, ensuring value for money.
Managing Change	<ul style="list-style-type: none"> • Embraces, facilitates, implements and manages change to improve and develop services.

Core Competencies

Sharing the Vision – Shaping the Future	<ul style="list-style-type: none"> • Understands the Council's purpose, goals, objectives and values, and is willing to behave consistently with them. • Knows the strategic direction of the Council and acts in support of it.
Communicating Well	<ul style="list-style-type: none"> • Contributes to and participates in an organisation where high quality information flows smoothly both internally and externally. Works positively to gain understanding from others.
Driving Improvement, Performance and Results	<ul style="list-style-type: none"> • Takes responsibility and ownership for decisions, actions and results. • Takes actions to improve skills, knowledge and level of contribution. • Seeks and delivers high standards for self, team and Council.
Self-Management – Self-motivated and professional	<ul style="list-style-type: none"> • Is organised and uses time and technology efficiently. Adopts a flexible approach to change.
Delivering for our Customers	<ul style="list-style-type: none"> • Demonstrates a desire to identify and give priority to meeting the needs of internal and external customers, generating high levels of customer satisfaction
Working Together	<ul style="list-style-type: none"> • Actively contributes to team working, sharing information, valuing the input of others. Works cooperatively and is

	<p>committed to building productive, positive relationships.</p> <ul style="list-style-type: none"> • Demonstrates commitment to achieving overall team objectives.
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This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

PERSON SPECIFICATION FOR CONTRACTS MANAGER

. QUALIFICATIONS

<p>Essential</p> <ul style="list-style-type: none"> • Educated to degree level in a construction or related discipline, or qualified by virtue of experience • Accredited Health and safety qualifications 	<p>Desirable</p> <ul style="list-style-type: none"> • Membership of relevant professional institute.
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. TRAINING

<p>Essential</p> <ul style="list-style-type: none"> • Sound understanding of current and emerging Health and Safety legislation and regulations • Understanding of Landlord and Tenant law 	<p>Desirable</p> <ul style="list-style-type: none"> •
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. SKILLS & ABILITIES

<p>Essential</p> <ul style="list-style-type: none"> • IT literate in MS Excel and Word to intermediate level. • Proficient in the use of property management IT systems. • Strong contract management ability • High standard of numeracy and literacy • Advanced negotiation, people management and leadership skills. 	<p>Desirable</p> <ul style="list-style-type: none"> • Ability to produce high quality reports and financial statements.
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<ul style="list-style-type: none"> • Ability to plan, manage and procure multiple projects simultaneously. • Be commercially astute, socially aware and committed to excellent customer service • Commitment to valuing diversity and promoting equality of opportunity • Well-developed customer service skills gained at point of delivery and at management level 	
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. KNOWLEDGE

<p>Essential</p> <ul style="list-style-type: none"> • Working knowledge of health and safety legislation including CDM • Working knowledge of term contracts and partnering agreements • Working knowledge of the Decent / Future Homes Standard, as it develops, and energy rating systems such as SAP • Working knowledge of section 20 of the Landlord and Tenant Act, consultation processes, service charge accounting and reserve funds • Knowledge of EU procurement rules and building contracts and evaluation • Knowledgeable of the regulatory frameworks relevant to the role • Sound knowledge of the Health and Safety at Work Act and regulations 	<p>Desirable</p> <ul style="list-style-type: none"> •
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. EXPERIENCE

<p>Essential</p> <ul style="list-style-type: none"> • Budget preparation and cost control • Experience of planning, costing, procuring contracts • Staff management experience 	<p>Desirable</p> <ul style="list-style-type: none"> •
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. PHYSICAL, LEGAL AND OTHER REQUIREMENTS

Essential	Desirable
<ul style="list-style-type: none">•Willingness to work within the Council's Management and Core competency frameworks•Hold a full driving licence and have use of a vehicle during working hours•An engaging, enthusiastic and positive manner with a strong 'can do' approach•Able to attend occasional evening meetings	<ul style="list-style-type: none">•

All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.

TERMS AND CONDITIONS

Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

Duration

This is a permanent contract.

Conditions of Service

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band F.

Salary

The spinal column points (SCP) for the post are as follows:

SCP 32	£38,296
SCP 33	£39,493
SCP 34	£40,478
SCP 35	£41,496

Hours

The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

F Band and higher posts: Incident Liaison Officer

As part of the duties of this role, you may be asked to become an Incident Liaison Officer for the Council under its Civil Contingency responsibilities. This work involves taking the emergency phone for up to 4 weeks each year and being available to respond to a serious multi agency incident out of hours during the rostered weeks. You may also be asked to become a Rest Centre Manager which involves managing short-term shelter for people who are temporarily displaced from their home as a result of an emergency.

Place of Work

Your normal place of work will be from home, however you will be required to attend the offices at either Eastbourne or Lewes, or such other places within the boundaries of Lewes District and Eastbourne Borough as may be reasonably required.

In particular, you will be required to:

- Budget for and cover the costs of all expenses incurred (including travel costs) to attend Team Meetings or Events, as well as for training at any of the Councils' sites.
- Budget for and allocate time to travel to appointments in the Councils boundaries where required. For example, visits that need to be performed as part of your role and cannot reasonably or appropriately be carried out remotely.
- Budget for and cover all postage costs (including return postage from Councils sites to your home) for all IT and other work equipment, when this needs to be replaced or updated. This includes but is not limited to, your work phone/headset and your laptop, such as for updates to software that need your laptop onsite connected to the LAN.
- Continue to participate in all meetings as reasonably required, such as 121 meetings, team meetings, attendance management meetings, or consultations on any proposed changes, such as restructures. Where possible and appropriate, these meetings will be conducted remotely but where it is not possible or it is deemed inappropriate for the meeting to be conducted remotely, you will be required to cover all expenses incurred (including travel) for your attendance at said meetings.

Probationary Period

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

Casual User Car Mileage

You will be entitled to mileage as a casual user on official business. This mileage is reviewed annually.

Annual Leave

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 25 days. This increases to 29 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

Notice Period

The contract of employment applicable to this post will specify a minimum period of two calendar to be given by either side.

Pension

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2022 are:

Pay Range	Contribution
Up to £15,000	5.50%
£15,001 to £23,600	5.80%
£23,601 to £38,300	6.50%
£38,301 to £48,500	6.80%
£48,501 to £67,900	8.50%
£67,901 to £96,200	9.90%
£96,201 - £113,400	10.50%
£113,401 - £170,100	11.40%
£170,101 or more	12.50%

The pay ranges will be increased each year from 01 April in line with inflation.

Based on the salary for this role, the contribution will be 6.5% rising to 6.8% from SCP 33.