

Job Profile – Housing (HRA) Contract Manager

 (POST GRADE)

Department: PLACE

Responsible to: Head of Housing Partnerships

Responsible for: Housing (HRA) Contract Officer

**Job purpose**

To lead and deliver Contract and Commissioning management for Housing Services to include the effective management of the schedules relating to the Service Delivery Contract, attendance at operational and strategic contract meetings.

Working as a client to manage and be accountable for all aspects of the contracts for the Council housing landlord services, currently for 429 homes. This includes proactively monitoring the performance of the contractors and ensuring value for money.

Effectively manage the Housing Revenue Account (HRA) finances (c.£3m pa) to ensure financial stability and compliance and lead the process for annual rent setting, in line with the Rent Standard, working closely with the HRA accountant. Ensure the requirements of the Regulator of Social Housing are met in all aspects, that the Council adheres to the latest version of the Housing Ombudsman Code and the requirements of landlord health and safety acts and regulations.

Key responsibilities

1. Ensure the Councill meets all its legislative requirements especially those of the Regulator of Social Housing and for landlord health and safety. Ensure contractors for the landlord services are at all times compliant and perform their duties in the schedules and method statements and legislative requirements.
2. Act as the qualified and responsible person for the Councils client side in accordance with the Social Housing Regulation Act 2023.
3. Line management of the contract monitoring officer To ensure effective contract management systems are in place including maintaining a robust set of contract documentation
4. Performance management of key indicators utilising relevant data in an intelligent way to help drive continuous improvement in performance and service delivery by the contractor.
5. Responsible for the production of accurate monthly, quarterly and annual performance and budget reports to senior managers as required. To manage the procurement/commissioning process as required within the service, complying with relevant procurement regulations ensuring performance and best value for our residents.
6. Establish and maintain strong working relationships and collaboration with internal and external services and agencies to provide a joined up and effective service.
7. Ability to set and effectively manage service plans, budgets, controlling expenditure, audit of annual rent setting, profiling, and forecasting outturns, finding savings and best value. Ensure the contractors are delivering value for money and improvements.
8. To ensure tenants and /or forums can feedback on contractors, and contractors are responsive to their or Councillor concerns. Ensure the contractors have tenants forums and engage in participation work, fostering a sense of community and ensuring their voices are heard. Ensure the tenants have access to a whistle blowing process including escalation to the Council and that their voices are heard.
9. Submission of statutory and regulatory data returns, self-assessments and evidence-based legislative and regulatory compliance.
10. Ensure the contractor correctly administers the Right to Buy process, ensuring compliance with legal and regulatory requirements.
11. Oversee the contractors Repairs, Planned and Cyclical Programmes to maintain and enhance property standards and safety.
12. Respond to Freedom of Information (FOI) and Subject Access Requests (SAR) as required, ensuring compliance with legal and regulatory standards. Collaborate with legal services to address matters related to landlord services
13. Manage landlord adaptation budgets, acting as client to internal and external services ensuring that properties meet the specific needs of tenants.
14. Ensure the Contractor complies strictly with Health and Safety standards and other regulatory requirements, staying abreast of any changes or updates.
15. Address and manage tenant complaints directed to the council promptly and professionally, including handling Housing Ombudsman enquiries efficiently. Ensure activity and approaches are in place to assist residents to sustain their tenancies.

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| **Dimensions of role (direct/ indirect as applicable) e.g., total number of staff managed/ total budget/ total scope of role**  |
| This post is responsible for supervising one direct report. Their duties include the management of approximately 423 properties, ensuring these meet regulatory standards and compliance. They will collaborate closely with outsourced Contractors to ensure that landlord services are effectively delivered to our tenants. They will be required to deliver relevant sections of Housing Strategy 2020-30 and the Housing Delivery Test Action Plan 2022.Additionally, they will oversee an annual budget of £million and possess the independence to administer contracts in accordance with regulatory requirements and the financial standing orders of the council.The council's reputation is closely tied to this role, emphasising the importance of careful decision-making. While the position is primarily conducted from an office or remotely, visits to various sites will be necessary as per the job's demands. |

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| **Structure Chart (role of direct reports)** |
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**Person specification – Housing HRA Contract Manager**

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| **Qualifications** | To meet the requirements of the Social Housing Regulation Act 2023, for this management role the post holder must hold a recognised degree and/ or membership of a Chartered body for housing or property or environmental health (the latter with extensive housing experience) or other closely related subjects. This role will be the responsible person for the Council in terms of that Act. |
| **Knowledge and** **experience** | Extensive experience of working in affordable housing management with a local authority, housing association or similar housing Charity.Ability to manage a small team with experience to use and allocate budgets and resources effectively. Has overseen or contributed to the management of a budget of at least £3m pa, keeping costs within agreed levels for own section/teamComprehensive knowledge, understanding and application of related legislation and regulatory frameworksIn-depth knowledge of social housing management and housing regulationsAbility to handle complaints and conflict resolution effectively.Have used, interpreted, analysed, communicated complex statistical information and intelligence not only in specialist area of housing management but more generally across relevant local authority set of functions eg economy, welfare, poverty etcAble to monitor and evaluate service usage and access to services to ensure equitable access and develop practical service solutionsDemonstrate the ability to apply knowledge of commissioning processes, service procurement and contract management.Demonstrate understanding of social housing regulation and compliance and how these operate within the social housing sector framework to deliver outcomesThe ability to analyse information for meaning, quality and implication and develop reports and recommendations on the basis of this information. Ability to use this information to provide appropriate briefings both written and verbal to a range of audiences including partners, Elected Members and senior managers.The ability to develop cost benefit analyses, strategic and operational action plans which support effective decision making. |

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| **Our District Values**  |
| **We protect** We protect each other and the world we share so that everybody can be happy, healthy and safe.  |
| **We respect** We respect ourselves, each other and our communities.  |
| **We care** We care for each other and treat each other with kindness. |
| **We share** We share ideas, resources, knowledge and skills as well as our challenges and opportunities so that we can all be the best we can be. |

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| **Skills and competencies** |
| **Core Employee competencies to be used at the interview stage.**  |
| **Carries Out Performance Management** |
| Covers the employee’s capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.  |
| **Communicates Effectively**  |
| Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information**.** |
| **Carries Out Effective Decision Making**  |
| Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem Solving** **Activity**  |
| Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships. |
| **Operates with Dignity and Respect**  |
| Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.  |
| **Management Competencies: to be used at the interview stage.**  |
| **Operates with Strategic Awareness** Our managerswork with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably. |
| **Practices Appropriate Leadership** Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do. |
| **Delivering Successful Performance** Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District’s vision & work to achieve Council’s values & agreed outcomes. |
| **Applying Project and Programme Management** Our manager’s work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning. |
| **Developing High Performing People and Teams** Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council’s values and goals. |

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| **Completed by:** | *Paul Davies*  | **Date:** | *Dec 23*  |
| **Quality checked:****(HR)** | *Ian Poppleton – HRBP – Consulting and Workforce*  | **Date:** | *Feb 24*  |