

JOB DESCRIPTION

JOB TITLE:	Contract Supervisor
RESPONSIBLE TO:	Contract Co-ordinator
DEPARTEMENT/ SECTION:	Asset & Investment Directorate
DIRECT REPORTS:	Liaison Officers
SALARY (£):	Grade 9

PURPOSE OF THE ROLE

To assist in the management and support of the Asset & Contracts section of the Asset & Investment Directorate with key responsibilities for the following areas:

- Assisting in the management of the Investment programme & associated budgets
- Assist in the preparation of all tender documentation
- Validation and pre entry surveys of stock data as required
- Manage Quality Control on site
- Resolve site issues
- Audit Valuations including cost control on site
- Manage data in regards to the stock improvement works
- Health, Safety, Quality and Environment (HSQE) policy and procedures for the team

To help develop and prioritise packages and programmes of works which will meet the identified investment need within the funding available, in a manner that will meet CCG's objectives.

To inspect homes and building sites during works and on completion to assess compliance with Health & Safety, contract requirements and quality standards and ensure that all KPI's are monitored effectively and efficiently.

To ensure that close working relationships are established and maintained with the Repair and Maintenance operations, Client Team and within the Asset & Investment Directorate structure of CCG to eliminate any duplication in effort and to work towards a holistic approach to maintenance & investment within CCG's Asset base.

VISION AND VALUES

This post will help Cartrefi Cymunedol Gwynedd achieve its vision:

To be a leading provider of quality housing – meeting the needs of customers, valuing communities

By keeping to our values:

- Fair
- Accountable
- Open
- Innovative
- Approachable

KEY AREAS OF RESPONSIBILITY

General

- Deputise for the Contract Co-ordinator when required.
- Prepare information and statistics on work activity and attend meetings as required.
- Maintain awareness and up to date knowledge of changes in current legislation, including Building Regulations; Town and Country Planning Procedures; British and EC Standards; Asbestos Regulations, Health and Safety Regulations; Welsh Housing Quality Standards; Housing Corporation guidelines and good practice.
- Ensure that CCG's equal opportunities policy, health and safety policy and customer service policies are complied with through all procurement activities, and that all work is undertaken in accordance with relevant codes of practice and legislation.
- Ensure that you work within the parameters of CCG's Health, Safety, Quality and Environment (HSQE) policy and procedures.
- Ensure Best Value is achieved in all aspects of your work.
- To manage and maintain address lists and allocation to contractors
- To control the collection of attribute data from contractors to maintain property records in accordance with procedures.
- To supervise and administer contracts of work.
- To act in the role of Contract Administrator on Carterfi Cymunedol Gwynedd's housing stock improvement works and similar projects.
- To conduct on site quality control inspections to ensure that all works are carried

out safely and in accordance with the contract specification.

- To ensure correct building practices are being followed by the contractor.
- To maintain clear, concise and auditable records of all on site inspections.
- Resolve non-compliances on site with contractors concerned.
- Refer issues of concern to the Contract Co-ordinator promptly for resolution.
- Provide on site instruction as required including ensuring we have cost information for variations to the contracted work.
- Undertake surveys as part of the preparation and management of contracts and / or in response to problems brought to the attention of the Asset & Investment Directorate.
- Provide Assistance to the Contract Co-ordinator with the general management of the housing stock improvement contracts.
- Assist with major adaptation / welfare work on council housing stock as directed by the Contract Co-ordinator.
- Provide general assistance to the Contract Co-ordinator in carrying out there duties.
- To work with all appropriate members of the project team to ensure the project meets its objectives.
- To work with building constructor partners and contractors, and with Contract coordinator, designers and/or contract administrators, and liaison staff, to ensure that the correct building practices are being followed and that any deficiencies are addressed effectively.
- To evaluate data on projected and achieved programme and projected and estimated costs and changes to them over time, challenging data where appropriate, and reporting the refined data so that the overall programme can be managed.
- To ensure that access is provided to homes so as to enable refurbishment work to proceed efficiently and to develop procedures for, and arrange the effective 'handover' of the project at practical completion.
- To undertake surveys on behalf of the Asset & Investment Directorate, for the improvement works or other needs as required.
- To ensure that all CCG's Corporate Policies are implemented and promoted within the Asset & Investments Directorate, in particular:
 - Health, Safety, Quality and Environment (HSQE)
 - Equality and Diversity

- Risk Management
- Performance Management
- Data Protection
- Welsh Language Policy
- Code of Conduct

Financial Control

- Assist in the administration and control project budgets.
- To Assist in the cost management processes (variations, valuations, payments, etc) to ensure contractual payment terms are adhered to
- Check invoices prior to processing and authorising for payment as directed by the Contract Co-ordinator.
- To carry out routine checks on the measurements from the contractors as is necessary to complete valuations and Final Accounts

Business Development

- To be an exemplary ambassador and represent the Company at all times including any events/meetings.
- To establish and maintain effective, professional relationships with key contractors, consultants, and utility companies.
- To be responsible for ensuring that contractors perform their duties with due regard to CCG's internal policies, procedures and safe systems of work and comply with all legal requirements

Service Delivery

- To liaise with all Agencies involved with and tenants affected by housing stock improvement schemes.
- In conjunction with the Liaison Officer ensure appropriate and effective methods of consultation with tenants and other stakeholders are used consistently throughout the programme.
- To maximise tenant involvement and to ensure individual resident satisfaction is optimised and to help develop consultation and communication methods which communicate effectively to all tenants, taking account of their diverse backgrounds and to ensure they are put in practice effectively thus ensuring the highest standards of service and tenant satisfaction.
- To act as a point of contact between such Agencies/Tenants and Cartrefi Cymunedol Gwynedd's Asset & Investment Directorate when decanting properties.
- Encourage Tenants to complete satisfaction questionnaires on development schemes.

Risk Management

- Promote a risk awareness culture within the Asset & Contract team.
- Ensure each contractor meets the necessary contractual obligations and has the required resource, to deliver their respective designated work volume.

Corporate Role

- Participate in the monitoring the Key Performance Indicators as appropriate.
- Assist in the management of multiple projects which may include other team members, contractors, consultants, partners and stakeholders.
- To assist in the development and improvement of working methods, systems and procedures to maximise performance and efficiency.
- Responsible for responding to new policy initiatives, as required
- Assist the Contract Co-ordinator in responding to Councillors, Tenants, Consultants, Contractors and other departments requests for information

Board of Management/Governance

- Provide information for the Welsh Government returns so that CCG can meet its regulatory standards.
- To ensure that CCG meets all its obligations with regards to the requirements of the Control of Asbestos Regulations 2006
- To ensure that CCG meets all its obligations with regards to the requirements of the Health & Safety Regulations.
- Maintain up to date departmental records following completion of works.
- Vet contract valuations prior to processing and authorising for payment

Performance & Quality

- To ensure the effective and efficient handling of complaints.
- Contribute to the development of IT systems to continually improve the performance and efficiency of the service.
- To assist in the timely collection, accuracy and management of Key Performance Indicator data from each contractor relevant to the delivery teams areas of responsibility.

Staff Management

- Agree objectives with direct reporting staff and regularly review their performance, to ensure that services are properly planned, policies implemented and individual development needs met.
- The Post holder may be required to work evenings, weekends and occasional public holidays, in order to meet service requirements and specifically to carry

out consultation and representational tasks with residents and other stakeholders, and to provide cover for emergencies.

- To oversee and manage the Liaison Officers.
- All employees are expected to maintain to participate in training activities necessary to their post.

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

I confirm that I have read, understood and accept the duties detailed in this job description.

Signed:			
Print Name:		Date:	

PERSON SPECIFICATION

	ESSENTIAL/ DESIRABLE
QUALIFICATIONS	
ONC/OND or HND/HNC level in building related subject	E
Recognised qualification in building maintenance or construction	D
Evidence of continuing professional development	D
EXPERIENCE	
Experience of operating in a similar capacity in a housing or related organisation of comparable size, scope and complexity.	E
Proven track record of ensuring quality in building works	E
Significant experience of dealing with the public in complex and stressful environments either face to face or over the phone	E
Experience of dealing with a number of priorities at the same time.	E
Experience of working in a building construction environment	E
Experience of budget monitoring and control	E
Experience of working with external contractors	E
Experience of producing Specifications, Schedules of Works and tender documentation for refurbishment works in accordance with the WHQS.	E
The ability to work in accordance with and making decisions within, guidelines and procedures.	E
SKILLS	
Able to use Microsoft office suite of software applications to maintain systems and records and produce documentation such as letters, reports, graphs, presentations etc.	E
Experience of Asset Management Software.	D
Ability to write good, clear reports on technical matters	D
Level of numerical, written and verbal skills sufficient for the post	E
KNOWLEDGE	
Excellent skills in diagnosing building defects and identifying solutions	E
Knowledge and understanding of relevant legislation and standards such as CDM Regulations, Building Regulations, Planning Regulations, Asbestos and Welsh Housing Quality Standard	E
Willingness to work outside of normal office hours when required	E
Able to attend meetings of CCG and resident organisations.	E
OTHER	
Good interpersonal skills and a proven ability to communicate effectively at all levels.	E

Time management and organisational skills	D
Able to interpret information in a range of formats including specifications, schedules and costings	E
The ability to work in accordance with and making decisions within, guidelines and procedures.	E
In possession of a full driving licence	E
LANGUAGE REQUIREMENTS	
The ability to communicate (speaking and writing) fluently in both Welsh/English	E