

Capital Works Contracts Manager

Job Description

Our
Vision

We provide
excellent
services to
customers

and build
new homes
to help more
people.

We make
sure our homes
are safe and
sustainable

and strive to do
more by making
the most of our
resources.

About Paradigm Housing Group

Paradigm is one of the South East's leading housing providers, with more than 17,000 properties, a turnover of £125m and a substantial development and sales programme, we are making the most of our many opportunities in a challenging but rewarding environment.

We have a clear and ambitious view of where we are as an organisation and where we need to get to; providing more homes for people who need them by running an efficient and successful business.

At Paradigm, we work hard and strive for excellence. In return we offer a great place to work and an attractive range of benefits, including a Health Cash Plan, bonus potential, competitive pension options and 30 days holiday plus 3 days closure at Christmas. We welcome applications from all sections of the communities we work in.

Our Values

Safer Together

The safety of our customers, colleagues and ourselves is a priority in everything we do.

- Putting safety first •

Driving Improvement

We seek to do things better and deliver value to our customers.

- Commercial and financial awareness • Change and innovation • Delivery focus •

Being Clear

We will communicate in a clear and consistent manner so that our customers, colleagues and stakeholders understand the high standards that we work to.

- Managing information • Communication • Planning and organisation •

Acting thoughtfully

We make ourselves aware of our customers' and colleagues' circumstances and consider this thoughtfully and respectfully, and with attention to the impact on the environment when taking action.

- Involvement and inclusion • Customer focus • Integrity and respect •

Working As One

We work collaboratively with others and take personal responsibility for delivering outcomes for our customers, colleagues and stakeholders.

- Teamwork and collaboration • Developing self and others •

PARADIGM HOUSING GROUP LIMITED

JOB DESCRIPTION

Post: **Capital Works Contracts Manager**

Joint Direct Reports: 2x Disrepair/Insurance Lead Technician
2x Retrofit Project Surveyor
Sub-Contractors
Trade suppliers

Regular Contacts: Property Services
Asset Management
Regional Housing Teams
Customer Services
Residents – All tenures
Internal & External stakeholders i.e. Local authority, Insurance
Services, Procurement

Responsible to: Head of Capital Works

Job purpose: As a key contributor to the Property Team, your role is to oversee the successful delivery of a variety of capital works projects. This includes the complete replacement of roofs, addressing issues of damp and mould, and undertaking large-scale renovations of properties and blocks. Additionally, you will manage insulation projects for lofts and walls, including external, cavity, and internal wall insulation, as well as handling disrepair and insurance-related projects, all within a shared budget of £10 million.

You will be responsible for ensuring that all projects are executed in line with our company's policies, which include maintaining the Decent Homes Standard, adhering to CDM health and safety regulations, and achieving our carbon emission goals. Your role is crucial in ensuring commercial viability, driving cost-effectiveness, and improving customer satisfaction through your dedicated project management.

Key Accountabilities:

- To manage and deliver capital works projects as required by Paradigm, ensuring efficient and effective execution of stock investment, refurbishment, disrepair, insurance, and improvement projects.
- Responsible for delivering capital project works, encompassing all aspects of design, installation, operational services, and coordination of adaptations.
- Responsible for managing and delivering capital project works from inception to completion, as instructed by the Head of Capital Works.
- Responsible for all contract administration tasks, including procurement (JCT), health and safety (including asbestos management), and adherence to CDM 2015 (Construction Design Management Regulations 2015) procedures, in line with industry and company guidelines. Responsible for engaging with specialist contractors building enduring partnerships that deliver high quality, customer focused and value for money.
- Responsible for research and evaluation of best practice and emerging technologies.
- Provide a comprehensive, cost-effective projects, including the development of appropriate strategies, work plans and procedures.
- Provide monthly project updates, including delivery, financial, H&S and customer satisfaction results.

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- Plan resources effectively and ensure the team works efficiently to meet the needs of the customer and colleagues in delivering consistent customer focussed and value for money services.
 - Develop, implement and maintain a procurement strategy to maximise best value and efficiencies from all contracts.
 - Attend projects on a regular basis ensuring all works are completed to the highest standard, and rectifying any issues noted.
 - Carry out monthly sub-contractor reviews and action any poor performance.
 - Attend and contribute to weekly and monthly meetings, and influence the work of, Property directorate.
 - Responsible for proactively managing all H&S/risks that relate to any project.
 - Develop and implement a performance management approach, ensuring that all measures and management information support continuous service improvement.
 - Support corporate working by attending corporate working groups for property directorate, procurement and risk/health and safety.
 - Ensure that the management of Health and Safety for the delivery of all services, plans and objectives observes and abides by all statutory and regulatory obligations observing and always adopting, approved codes of practice and safe working methods are always adopted.
 - Contribute to management meetings, policy formulation and the achievement of Paradigm's wider business plan objectives, including representing the Property directorate, as requested/may be required at key strategic meetings and working with other external agencies to complement and enhance service delivery.
 - Ensure that core policies relating to conduct, equality and diversity, customer care, people management and health and safety are fully implemented and a full and appropriate system for identifying, appraising and managing risk for all areas of the Property directorate's functional activities in line with the Paradigm's Risk Management Strategy.
 - Responsible for managing all sub-contractor's works are supervised and their standard of work is acceptable and in compliance with Paradigm's practices and procedures.
 - Always deliver excellent customer service consistent with group strategies and objectives' ensuring all work is managed within agreed service level standards, budgets and quality requirements.
 - Ensure prompt resolution of queries and complaints internally and externally.
 - Provide strong leadership with clear and professional guidance.

Level of authority:

- Taking responsibility that written reports relating to work area are accurate and representative.
- Taking personal responsibility for assessing situations and making decisions within established policy, procedures and recognised best practice.
- Making an effective contribution to the achievement of the team and departmental objectives.
- Raising and Authorisations of PO's and Invoices up to the value of £25k.

Required outcomes of the post:

Success in this post will be measured by: -

- Management of a shared budget of £10million.
- Ensuring that target unit output is met/exceeded and validated regularly.
- Ensuring surplus value is optimized.
- Reduce costs of installations where possible.
- Ensuring that H& S scores are managed to the upper quartile of the contract.
- Stretch customer satisfaction targets for the team.
- Ensure an effective and smooth-running program of works with minimal delays.

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- Ensure the team is flexible to change and continuously improving.
 - Measure and control staff absence using the Bradford Factor.
 - Improve and maintain levels of staff morale.
 - Demonstrate continuous improvement and value for money.
 - Follow and promote Paradigm's core values and policy & procedures.

Person specification:

In addition to fulfilling the role in a way that reflects our values, the attitudes and behaviours we expect from all staff and corporate objectives, this role requires the following:

Essential criteria = (E)

Preferred criteria = (P)

- Professional Qualification (CIOB), (RICS) or similar (E)
- Prior experience of managing large scale property capital works, directly employed labour and sub-contractors with a minimum of 5 years' experience (E)
- Recognized relevant degree-level qualification or equivalent within related disciplines with a minimum of 5 years' experience (E)
- Good interpersonal skills and the ability to communicate effectively with customers, external agencies and customer/resident organisations, both verbally and in writing. (E)
- Good IT skills including ability to use Microsoft Word and Excel. (E)
- Numerate, with good analytical skills. (E)
- Able to lead, motivate and supervise contractors to achieve targets and high standards of work and customer satisfaction. (E)
- Demonstrates a commercial awareness (E)
- Able to assist with reviewing policy, procedures and strategies in relation to maintenance functions. (E)
- Able to analyse statistical and other information, and to produce meaningful management reports with recommendations. (E)
- Able to plan and prioritise to ensure the effective use of own time and that of the team in order to deliver of work plans to timetable, often under pressure. (E)
- Able to innovate, which results in new services or improvements to existing services. (E)
- Commitment to the provision of high-quality services to all customers. (E)
- Able to form and maintain good working relationships at all levels, both internally and externally. (E)
- Pragmatic, creative approach to problem solving with emphasis on fast, practical solutions. (E)
- Able to show an understanding of, and commitment to, high standards in: resident involvement, equal opportunities and customer care. (E)
- Self-motivated with high energy and enthusiasm. (E)
- Health & Safety awareness. (E)
- Have health and safety training to the required (Construction Industry training Board) CITB industry standard. (P)
- Current driving licence (E)