



HONEYCOMB GROUP

Asset and Contracts Manager

Location: Head Office/Agile
Reporting to: Head of Property
Responsible for: Property Surveying Team

Job Purpose

You'll manage our responsive repairs, void properties and planned improvement works carried out by external contractors, ensuring value for money. You'll also manage a small team and make sure they deliver an efficient, professional and high-quality standard of service to customers.

Leadership and Management skills and behaviours

As managers in this business, we all have a responsibility and contribution to make to ensure we drive our success through the foundations of our proposition, vision, values and mission - each are fundamental to delivering on our ambitions for the Group and ultimately our success. We have therefore set out a framework, driven by our values, to clarify what we need and expect from our leaders and managers.

At Honeycomb Group, we're connected by a set of collective values, keeping us all working in the same direction.

<p>Be dead genuine</p> <p>Be authentic Don't take yourself too seriously Create a customer experience they'll never forget When in doubt smile</p>	<p>Never shut the door</p> <p>No hierachy Don't hear what you want - listen Be open & flexible Always think about others</p>	<p>Chase curiosity & ambition</p> <p>Commit to the challenge Fuel your passion Put heart into your work Create a no-fear culture</p> 	<p>Be a leader in the field</p> <p>Don't manage inspire Take initiative, step up even if it's not your job Follow your gut No blame culture Be confident</p>	<p>Come together</p> <p>Seek value from others Be a team player Chip in when others need help Act in the best interest of everyone</p>
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Key responsibilities for area of specialism:

- Commercial management of maintenance contractors through collaboration and partnership working across all areas of Compliance and Property Maintenance.
- Motivate and manage a team of Property Surveyors and an Asset Officer in the service area of Assets and Compliance
- Coordinate and participate in a streamlined out of hours repairs response

- Responsibility for all asset and contract targets ensuring service level agreements and regulatory standards are met.
- Ensure compliance with the Group's financial regulations and procurement rules.
- Ensure effective management systems and procedures are in place to control and track all contract issues and budgets.
- Make sure that day to day maintenance work is monitored and assessed for quality and value for money using ICT systems to track the progress of repairs, completions, and payments, supporting the implementation of new systems as appropriate.
- Work closely as one team across Compliance, Housing and Customer Services to resolve customer maintenance and repairs problems, providing advice and support on the diagnosis and reporting of repairs to contractors.
- Coordinate the approach to stock condition surveys and decent homes planned works.
- Deliver planned and cyclical improvement programmes, organising contractors to carry out the works and guiding and supporting a team of Property Surveyors to supervise works as appropriate.
- Investigate customer complaints and make sure they are resolved following our complaints policies and procedures.
- Investigate disrepair claims, working with surveyors and solicitors if needed.
- Promoting positive working relationships and one team approach with all other managers and staff in line with the Leadership Compact.

Honeycomb Managers are responsible for:

- Supporting Heads of Service to deliver strategic goals and outcomes
- Demonstrating and instilling our values
- Excellent performance and achievement
- Credible leadership, management and motivation of teams
- Resource allocation
- Silo removal and working as one team
- Effective people management; adopting a coaching culture
- Delivering value for money

In addition to the above, our Managers will:

- Ensure that the Group complies with legislative, regulatory, constitutional and financial requirements and works to high professional and ethical standards in all areas of business excellence.
- Promote the Group and develop its relationships to ensure that the positive work of the Group is recognised locally, regionally and nationally.
- Maintain and develop effective external networks and partnerships with other registered providers, local authorities, funding institutions, regulators and other organisations that are crucial to the Group's work and business interests.
- Promoting positive working relationships and one team approach with all other managers and staff in line with the Leadership Compact.

The right person for the role will be able to demonstrate:

- Degree qualification or substantial experience in property maintenance or construction
- Membership of CIOB, RICS, CIH or a similar professional body
- Strong business acumen and commercial awareness
- Experience of working with customers, being able to effectively communicate with them and explain the maintenance process and services
- Relevant experience of contract and contractor management
- Knowledge of legal and regulatory requirements in building maintenance and planned works projects
- Knowledge of health and safety principles, the risks, mitigations and of best practice to provide safe works
- Excellent communication, influencing and negotiating skills
- Significant experience of people management and HR processes
- Experience of supporting financial processes including expenses and invoice processing
- Inspirational leader who could motivate, coach, empower and develop others
- Supporting a culture of continuous improvement