

RAILWAY HOUSING ASSOCIATION

JOB DESCRIPTION

Title: Contracts Co-Ordinator

Responsible to: Asset Manager

Responsible for: N/A

Grade: B

Date: April 2019

Main responsibilities of the role

To assist in the efficient and effective administration of contracts and service delivery.

To liaise with contractors to ensure the customer focused delivery of service contracts, tenders, planned maintenance, insurance claims and partnering agreements.

Assist in ensuring the Association fulfils its health and safety obligations.

Key duties

1. To monitor the submission of service contract reports and certificates in respect of all service and maintenance contracts in accordance with procedures, to ensure contractual obligations are met.
2. To facilitate access for service contracts that have health and safety implications by liaising with team members and residents.
3. Identify any health and safety issues that arise from service contracts or related works.
4. Ensure repairs arising from service contracts are carried out in accordance with health and safety and programme planning in a timely manner.
5. To collate tender documents and provide full administrative support to the tender and quote process.
6. To keep up to date all electronic files relating to service contracts, planned maintenance and approved list of contractors.
7. To carry out the administration of insurance claims and any reports/inspections carried out by the insurers.

8. Ensure that all Public and Employers' Liability insurances, gas safe registrations and any technical memberships are appropriate and up to date.
9. Monitor late completions of repairs and ensure all late completions are responded to and recorded as necessary.
10. Maintain the Emergency List of Contractors for the out of hours repairs service.
11. Monitor and report on gas servicing performance and assist with ensuring access is gained.
12. To assist in the day to day maintenance functions by authorising works orders in line with delegated authorities in the absence of the Asset Manager.
13. To update Keystone Asset Management system as appropriate
14. To have a knowledge of the audit requirements linked to the role.
15. To keep an up to date knowledge of procurement procedures and procurement frameworks linked to the role
16. To assist in the processing of invoices in the absence of the Senior Maintenance Assistant and Maintenance Assistant when required by the Asset Manager in accordance with procedures.
17. Adhere to the Association's Equalities Framework, Health and Safety Policy and all policies and procedures relevant to the role.
18. Actively support, promote and act in line with the vision, mission and values of the Association at all times.
19. Represent the organisation in a professional way with high attention to customer care.
20. Undertake any task which is within the capabilities of the postholder and commensurate with the salary level of the post, as assigned by line manager.

Person Specification

Contracts Co-Ordinator

Section	Criteria	Essential	Desirable
Education / Qualifications	5 GCSE's grades A – C NVQ Level 3 in Business Administration or equivalent	*	*
Experience	Experience of adhering to strict policies and procedures Experience of dealing with customers on the telephone and in person	* *	
Skills / Abilities	Ability to work on own initiative and work as part of a team. Ability to prioritise own workload. Well organised and able to work to and meet strict deadlines. Programming and planning skills and an attention to detail Good communication skills Excellent customer service skills and ability to give clear advice to residents/stakeholders. Experience of Microsoft Excel, Outlook and Word An awareness of data protection, health and safety and audit requirements A knowledge of tendering and quotation procedures	* * * * * *	* *