

POST TITLE	CONTRACT GOVERNANCE OFFICER
DIRECTORATE	OPERATIONAL SERVICES
SERVICE	FACILITIES MANAGEMENT
RESPONSIBLE TO	FINANCE AND PERFORMANCE MANAGER
NUMBER OF POST HOLDERS	1
ACTING UP/ SECONDMENT	

PURPOSE OF JOB

The Council has entered into NEC4 Term Service Contracts (TSC) for provision of Repairs and Maintenance (R&M) Services across the operational / non-housing estate, comprising approximately 650 buildings. The annual potential spend is around £18m.

The purpose of the Contract Governance Officer is to support the overall compliance with the contractor's obligations under the TSC. The TSC covers the following discrete but co-dependent work categories: Planned Preventative Maintenance (PPM)/ Statutory Compliance; Corrective Repairs; Reactive Repairs; Minor works/ Task Orders.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

Ensuring compliance with TSC obligations by both Contractors and the Technical Operations Team, including supporting with Service Manager with: issue of instructions; notification of Early Warnings; maintenance of the Early Warning Register; acceptance of Scope changes proposed by the Contractor; issuing notifications to the Contractor for clarifications where ambiguity, inconsistency or legal matters arise; consideration and processing of Compensation Events; agreeing and notifying changes to the Affected Property List; the dispute resolution process, including steps required in the event of termination.

Ensuring that the governance model is fully adhered. That all meetings are planned and that all minutes and actions are recorded and tracked.

Ensuring that all contract documentation, reporting, financial information, etc is in a central database with managed access as per the council's GDPR policy.

Support the Finance and Performance Manager with the assessment of Contractor submitted month end applications for payment and issue relevant certificates to enable submission of invoices.

The post holder must undertake the necessary due diligence on any proposed variations, ensuring that the Council are receiving value for money.

Support the implementation of the Promoter's Objectives noted in the contract: (1) establishing a virtual skills academy; (2) contribution to the Council's carbon neutral targets.

Provide specialist TSC advice and guidance to others, including colleagues in FM and other areas of the Council, along with support to the Corporate Property Helpdesk and various internal clients.

Represent the team as required at TSC and client meetings, providing subject matter expertise on TSC's.

Support the investigation of reports of poor service and assess & report effectiveness of any remedial action taken by the service provider.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

The post holder will have a relevant business or technical qualification to Higher National Certificate level.

This will include having experience in facilities management and a working knowledge of NEC4 contracts.

Good working knowledge of Microsoft Office packages (Excel, Word, etc), plus MS Teams and CAFM systems.

The post holder will contribute to the development of systems and procedures in relation to performance monitoring and will prepare reports and recommendations for the Service Manager.

The post holder will contribute to the due diligence requirements for contract variation.

The post holder will represent the Council to a range of external stakeholders and should present a positive impression of the Council. The post holder will have delegated authority as Authority Representative for the Council during contract negotiations, up to a specified limit.

The post may represent the Council to a range of internal stakeholders, including Directors, Heads of Service, Elected Members, and internal and external clients, and should present a positive impression of the Council.

The post holder will have the ability to interpret, analyse and present a range of complex information for a variety of audiences using appropriate communication channels.

The post holder will have discretion to make decisions in relation to the Monthly Client and Operations Meetings.

The post will work with other internal departments and a range of external bodies and will require the post holder to build strong working relationships. Relationship management with the service users is a key feature of this post.

The post holder will be expected to work closely and in co-operation with other operational and corporate colleagues, and suppliers daily to ensure effective service delivery. Responding to enquiries, giving advice and information. On occasions, matters may not be routine and have a degree of complexity.

The post will provide advice, recommendations, and proposals to the senior team members on service practice.

The post holder will encourage innovation and a culture of continuous improvement.

Decisions will impact on the Repair and Maintenance Service covering establishments across the city. The post holder must ensure necessary due diligence on variations is carried out to avoid unbudgeted pressures arising for the duration of the contract.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

The post holder will have autonomy to allocate their own time longer term to resolve problems, queries, and interruptions.

Although the post may be exposed to some physical demands these will be within the range of normal office-based activities. The role is a hybrid of primarily office / occasional site visits.

Although the post may be exposed to some adverse working conditions these will be within the range of normal office-based activities.

Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a Council employee.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

The post holder will not have any direct management of people.

RESOURCES

The post holder will support and contribute to the decisions impacting on a £18+ million per annum budget.

Manages and maintains central database with contract documentation, reports and financial information.

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).