

MTVH ROLE PROFILE



Date: 05/10/2026

Role Title (External)	Contract Manager	Directorate	Property	Location	Beeston / Farringdon
Reports To	Head of Fire Safety & Asbestos	Function / Team	Compliance & Technical	Geographical Spread	London, Midlands/East Anglia
Direct Reports	Contract Officers	Budget Sign-Off Approval Level	Contributes to departmental, team or individual budget	Suitable for Agile Working Options	Yes ☒ No ☐
DBS Check Required	Yes ☐ No ☒ Yes for DBS check, which level is needed? N/A			Driving Licence	Yes ☐ No ☒
				Insurance check required	Yes ☐ No ☒

No DBS Required

Overall Responsibility

MTVH's Compliance department manages and maintains safe, legally compliant homes for those who could not otherwise afford them. Keeping our customers safe, and our homes warm and energy efficient is at the core of the department and we work together with our stakeholders in front line teams to achieve the best outcome for the business and for the customer.

As a Contract Manager your main function will be to effectively people manage a local team of Contract Officers to deliver an effective compliance programme as well as responsive repairs and planned maintenance work to customers in their homes, and to ensure that budgets are kept to and value for money maintained. You will have oversight of the management and contract administration responsibility for a number of contracts. You will ensure that works are delivered to the highest quality, on time and in budget and work with the Head of Service to ensure your team are professionally trained and supported and have the appropriate technical knowledge to fulfil their roles.

Key Responsibilities and Outcomes

1. Lead the regional or workstream contract operations team, to build good working relationships with contractors and address any contract issues quickly and effectively and be a point of escalation for all front line staff if issues are not resolved in good time by your team.

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2. Oversee the Contract execution, ensuring full and complete compliance in accordance with the Regulations governing your workstream, and contract/s based on KPIs, feedback from your teams and front line stakeholders/contract review meetings.
3. Responsible for running your contract/s, including monitoring performance to ensure a high quality service, that is on time, and to budget without exception
4. Monitor performance of the contractor, recording and reporting on performance: summarising against contractual requirements and implementing required improvements and internal stakeholder feedback.
5. Ensure meetings are set up by the Team Co-Ordinator and chair regular contractor meetings.
6. Co-ordinate and manage contractors to ensure stakeholder services, including compliance programmes, responsive repairs and planned maintenance are delivered on time and in budget and completed to the customers' satisfaction, increasing satisfaction with the overall repairs service to upper quartile.
7. Manage the validation of all annually planned programmes and surveys received from the central planning team in partnership with the stakeholder, including specifications.
8. Effectively lead, manage and motivate your team to provide a responsive service to the stakeholder, residents and other stakeholders and to meet MTVH's core requirements for people management.
9. Co-ordinate with the Head of Service and Consultants to ensure all technical staff have the appropriate level of professional advice and support and access to development and training.
10. Maintain and approve an audit file held by the Consultants for the contract which will include the main contract, all correspondence, changes/deviations, amendments, clarifications, and payment schedules.
11. Ensure that the contractor is in compliance with legal requirements, Employer's requirements and Engineer instructions.
12. To liaise with the stakeholder and other internal stakeholders in MTVH, to ensure satisfaction with delivery and produce weekly compliance and performance reports for review.
13. Work with the stakeholder and central teams to support service improvement, e.g. provide support to scrutiny panels to improve service.

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- 14.To ensure that all works are completed within cost budget and make every effort to improve on projected margins, reporting and consulting with stakeholders to reach mutual decisions regarding spend and the risk to the business and have knowledge of section 20 legislation.
- 15.Ensure the team is aware of and complies all relevant MTVH policies and that staff receive adequate information and training on safe working practices and control procedures.
- 16.Support the Head of Service to procure new contracts and ensure contracts are accessed in accordance with the Public Sector Procurement regulations.
- 17.Attend site or residents meetings when required outside of working hours
- 18.Actively seek and take initiative for implementing sustainable solutions that allow MTVH to achieve 'green' agenda targets in response to Government recommendations / directives.
- 19.Project manage difficult compliance cases and complex repairs escalated by your team and be responsible for Learning Outcomes with the contractors and internal stakeholders to ensure continuous improvement
- 20.Be responsible for innovation and actively seek modern, efficient solutions
- 21.To be available to provide advice and assistance in the event of any OOH incidents or emergency to front line staff/property desk, including implementing Incident procedures in line with legislation, liaising with the H&S Team, Regulators and the emergency services and responding as appropriate.
- 22.To promote a culture of openness, innovation, involvement, teamwork and performance, in which staff share a common sense of purpose, are encouraged to use their initiative and creativity and to contribute to service improvement.
- 23.Be responsible for ensuring the work you and your team are involved with is compliant with relevant statutory and regulatory requirements at all times, including that of Health and Safety and within MTVH's rules, values, policies, procedures, standing orders and financial regulations.
- 24.To promote a progressive approach towards Equal Opportunities ensuring that NHH's commitment to equality of opportunity in service provision and employment practices are soundly understood and fully implemented.
- 25.To maintain the highest standards of personal and professional integrity and report any departures from these standards
- 26.To contribute to the leadership and corporate management of NHH. Contribute to strategies to ensure that NHH continuously improves its products and services alongside improving customer satisfaction - aiming for top quartile performance and satisfaction.

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27. Effectively manage and develop the staff for whom you are responsible so that they meet service delivery targets and work effectively within budgetary and regulatory frameworks. Provide regular feedback to individual employees through regular one-to-one meetings and the Appraisal process.

Personal Competencies	Skills / Experience / Knowledge
- Probes and gathers enough relevant information to understand specific issues and events. Uses information to identify problems, draws logical conclusions and suggests clear and practical solutions based upon their analysis. Readiness to make decisions and take action - Actively helps and supports others to achieve individual goals. An ability to express ideas or facts clearly and convince others to their own point of view. Able to pick out important information in oral communication, questioning and reactions indicate 'active' listening. Makes a good first impression on other people and maintains that impression over time. - Takes personal responsibility and accountability for own actions, for sorting out issues or problems that arise and for delivering on commitments. Is focused on achieving results to required standards and developing skills and knowledge. Perseveres with an issue or problem until the matter is settled. Establishes efficiently an appropriate course of action for self and/ or others to accomplish a goal. - Exceeds customer expectations by displaying a total commitment to identifying and providing solutions of the highest possible standards aimed at addressing customer needs. Maintains contact with customers, works out what they need provides accurate and timely responses balanced against the organisation's needs. Ensures customers understand what services MTVH provides. - Builds rapport with others, displaying trust and integrity. Understands other people's views, appreciates their motives and concerns and takes them into account as appropriate. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times. Understands and is sensitive to all individual differences. - Plan, budget and manage the achievement of specific operational and business objectives. Creates milestones, prioritises and schedules activities, allocating work and resources between individuals and teams, to maximise performance. Anticipates risk and forecasts future performance, and uses this to take remedial action to achieve the right result	- Familiarity and knowledge of the regulatory framework governing compliance; repairs; sustainability or planned workstreams that you will be responsible for - Knowledge and experience of contract administration e.g. JCT / NEC / TPC and running multiple projects at once. - Excellent negotiating skills and experience of developing and managing sound client relationships. - Excellent IT skills including Microsoft Office, particularly Word, Outlook and Excel. - Technical competence or training in the workstream/s you will be managing including knowledge of relevant compliance legislation.

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- Motivates, empowers and supports others to succeed, utilising appropriate interpersonal styles. Has a clear vision of what is required and leads by example. Monitors progress and addresses any shortfalls. Maintains high standards and ensures that targets are met. Develops the skills and competencies of others through coaching. Proven stakeholder management, preferably up to Board level and supplier management experience with a good track record of continuous improvement

General Responsibilities

- To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organization.
- Actively and effectively promote the organisations corporate values of Care, Dare, Collaborate. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.
- Play an active role in contributing to effective cross team working and provide cover for colleagues as required.
- To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy.
- To comply with MTVH's Health and Safety policies, procedures, and processes and to promote health and safety compliance for all.
- To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity

This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.

Other Requirements (e.g. driving licence needed etc). Information about "other requirements" can be found in the Guidelines for Completing Roles Profiles document.