

THE PIONEER GROUP

Job Description

Job title:	Trainee Contracts Manager
Department/Team:	Asset Management and Development
Responsible To:	Development Manager
Grade:	Grade 3 £18,307 - £20,568 per annum (2 year fixed term contract)
Job Purpose:	<p>To develop skills and experience in a range of asset management, housing development and contract management functions and to assist the Asset Management and Development team to provide excellent services to our customers.</p> <p>To follow and complete two year structured training programme</p>
Working Environment:	Office and estate based. Visits to tenants/residents homes, attend community and other events. Attend meetings/seminars off Castle Vale.

Main duties and responsibilities, including key areas of decision making	
AREA	KEY TASKS AND RESPONSIBILITIES
Customer focus	Undertake all tasks necessary to address/inform internal and external customer enquiries and queries both on telephone and face-to-face and liaise with external agencies and other Pioneer Group staff as appropriate.
Administration, IT and data management	<p>Support in the maintenance of accurate hard copy and electronic based records for the Asset Management and Development Team. Analysing and inputting data, assisting with updating all relevant databases.</p> <p>Use of The Pioneer Group IT Software systems including Orchard Housing and Keystone Asset Management Systems.</p>
Delivering and managing services	<p>Takes responsibility for dealing with issues related to own area of work.</p> <p><u>Housing Development</u></p> <p>Support in the delivery of a variety of housing projects assisting with the co-ordination of the day to day client responsibilities involved with land and property purchase, contract management, financial project monitoring relative to new housing developments and Homes England funded schemes.</p> <p>Understand and assist with quality housing assessments helping ensure schemes comply with relevant standards including Design and Quality Standards and The Pioneer Group Design Brief.</p> <p>Appointment of consultants dealing with feasibility studies, detailed designs, land and property valuations, acquisition, cost and contract management, various surveys and construction related services.</p>

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	<p>Assist in ensuring that contract documentation is in place and contract amendments have been made in line with The Pioneer Groups requirements.</p> <p>Help prepare documentation for internal approval of each individual housing development scheme in accordance with the requirements of The Pioneer Groups internal procedures.</p> <p>Maintain effective communication with other relevant partners, to ensure they are fully informed of scheme progress, handovers, etc.</p> <p><u>Asset Management</u></p> <p>Work alongside Maintenance and Improvement Teams delivering high quality customer services to residents.</p> <p>Assist in the identification and diagnosing of repairs and maintenance issues.</p> <p>Assist in the appointing of suitable Contractors and monitoring their performance on repairs, cyclical, planned maintenance and major improvement works.</p> <p>Assist with carrying out regular surveys and inspections of Pioneer Group properties.</p> <p>Assist with the project management of major investment works contracts.</p>
<p>Developing Services</p>	<p>Share information with team colleagues, actively participating in decision-making and problem solving to improve services. Seek advice and information when appropriate.</p> <p>Contribute ideas to facilitate change and improve services.</p>
<p>Working with others</p>	<p>Help to organise and attend meetings and events, assist with presentations to various groups, co-ordinate displays or exhibitions concerning development proposals, sales and marketing, etc</p> <p>Supports a Project Team approach, including other internal colleagues, external consultants, developers, etc to ensure works and projects conform to the agreed requirements and procedures, programme deadlines and budget provisions.</p> <p>Attend team meetings and team briefings as required.</p>
<p>Managing and developing self</p>	<p>Manage own workload effectively to ensure deadlines are met.</p> <p>Actively participate in regular one-to-one supervision with line manager and in The Pioneer Groups Performance Review scheme.</p> <p>Undertake learning and development activities, including attending training events.</p> <p>Maintain a level of understanding and awareness of current asset management, development and housing issues, new technologies and deliver briefing sessions for internal colleagues as appropriate.</p>

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Maintenance of property and equipment	Responsible for the safe use, storage and maintenance of equipment associated with own job.
Financial management and control	<p>Help ensure standing orders and financial regulations are followed in all aspects of associated work.</p> <p>Assist with data for financial appraisal of new housing development schemes and help ensure they comply with the Pioneer Groups financial criteria.</p> <p>Support of the day to day budget management and administration.</p>
Legal and regulatory compliance	Ensure that all internal Pioneer Group policies and procedures, statutory, regulatory, planning and contractual requirements are complied with at all times, including those of Homes England, private funders and any other regulatory body.
Health and safety	Work in accordance with health and safety rules including reporting and recording any health and safety incident or accident.
The Pioneer Group Core Value behaviours	<p>Work in accordance with the Pioneer Group Core Value Behaviours, policies and guidelines in relation to equality and diversity.</p> <p>Help ensure that all work with residents, partners and contractors is in accordance with current best practice relating to equality and diversity.</p>
Other	<p>Undertake any other reasonable duties as required by The Pioneer Group.</p> <p>Participate with the general work load of the team and help with cover for other team members in their absence; to strive to improve the efficiency and effectiveness of the overall team responsibilities and services provided.</p>

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Person Specification	
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Skills & Abilities	<p>Self motivated, able to work on own initiative and sets themselves high standards in the following areas</p> <p>Communication Skills</p> <ul style="list-style-type: none"> • Excellent verbal and written communication skills • Excellent interpersonal skills • Ability to articulate opinions and information confidently and clearly • Ability to develop and maintain partnerships and working relationships • Uses initiative and consults with manager where required • Deals with customers and colleagues with commitment, integrity and respect <p>Numeracy</p> <ul style="list-style-type: none"> • Excellent numeracy skills • Able to set and monitor budgets <p>Analytical/research skills</p> <ul style="list-style-type: none"> • Actively participate in decision-making and problem solving • Ability to work to tight timescales and under pressure • Strong project management and organisational skills <p>Relevant Job Knowledge</p> <p>Work or other experience from which you can demonstrate:</p> <ul style="list-style-type: none"> • An understanding of the importance of good customer care • Some knowledge of the construction process • Demonstrates judgement and the ability to contribute to decision-making • Offer a flexible approach to task management and prioritise as required • A good understanding of the importance of equality and diversity in employment and service delivery 	<p>AF I I AF/I I I</p> <p>AF AF/I</p> <p>AF/I AF/I AF/I</p> <p>I I I I I</p>
Experience	<p>Experience</p> <ul style="list-style-type: none"> • Working in a team • Finding solutions to problems • Working to deadlines and agreed targets • Work experience in construction or public sector housing is desirable 	<p>AF AF AF AF</p>
Education, Training and specialist job knowledge	<p>Information Technology</p> <ul style="list-style-type: none"> • Excellent level of information technology skills, able to competently use standard Microsoft Office Products • Ability to learn new software systems <p>Level and type of Qualification</p> <ul style="list-style-type: none"> • Educated to Degree level in Surveying or a related subject 	<p>AF AF</p> <p>AF</p>

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	Other training and development <ul style="list-style-type: none"> • willingness and ability to undertake training 	AF
Other Requirements	<ul style="list-style-type: none"> • ability to work flexibly and to work after normal office hours if needed • Current driving licence an advantage 	I AF

AF – Indicates that this will be assessed based on the information provided in the application form.

I – indicates that this will be assessed at interview, which may include tests and a presentation.