L&Q Group

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Role title** | Gas Contract Administrator | | | | | | | **Date** | | January 2022 | |
| **Reports to Title** | Gas Operational Manager | | | | | | | **Version** | | 1 | |
| **DBS Disclosure Required:** | **Yes** |  | **No** | **No** | **Standard** |  | **Enhanced** |  | **Enhanced +** | |  |
| **Responsibility for End Results** | | | | | | | | | | | |
| Purpose To provide contract management to a range of services, for Gas and Mechanical related contracts and to provide administrative support to the Gas team. | | | | | | | | | | | |
| **Key Responsibilities / Deliverables:** | | | | | | | | | | | |
| **Main Accountabilities:** List the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. | | | | | | | | | | | ***Time***  ***(%)*** |
| 1. Leadership and management including customer service/ values   To provide contract administration services and administrative support, to the building services team. To ensure that that gas and service related contracts are well managed, that all detailed service contract information is recorded onto Keystone KSI or Zetasafe, and to provide administrative support to the wider building services team.  To manage complaints in a professional and timely manner and act as a representative of the organisation.  To manage enquiry responses for the Gas team, from delegating enquiries to responding to them within a timely and professional manner.  Conducting reviews of the current process and proposing ways in which we could utilise our current IT operating systems and how they could be improves, as well as the human process applied.  To take responsibility for the monitoring, fore casting and reporting of the department’s budget and expenditure, | | | | | | | | | | | 25% |
| 1. Strategy/ achieving objectives   To act as the contract administrator for service and gas contracts, supporting the Gas operational managers with the management of building service related contracts. To include monitoring, chasing and closing down outstanding actions and engineer variations and to work with the building services team and the compliance team to produce KPIs.  To assist with the ongoing monitoring and achieving of statutory compliance areas, such as, domestic gas, commercial gas, ventilation and other heating systems within our remit, such as solid fuel etc.  To participate in team building exercises to help improve current systems/process, such as, invoicing, enquiries monitoring etc. | | | | | | | | | | | 20% |
| 1. Working with others – internal   To liaise with the Gas operational managers, the wider trust, regions, other technical department, service charge teams, to provide timely information, stats and regular contract updates.  To collaborate with key areas, such as, care and support, electrical team, energy and sustainability and major projects team to ensure we/they are aware of the works currently taking place and works that are due to take place, to ensure consistency and optimisation.  To collaborate closely with the Compliance access team to ensure we are continuously challenging and improving our gas no access process. | | | | | | | | | | | 10% |
| 1. Working with others – external   To liaise with contractors and consultants, to attend monthly monitoring meetings backing up Gas operation managers, to provide detailed contract information, when required. | | | | | | | | | | | 5% |
| 1. Budgetary responsibility   No specific budget responsibility, but project specific reporting is required | | | | | | | | | | | 5% |
| 1. Compliance   Ensure H&S, regulatory & governance compliance for areas under the job holder's control. Ensure that H&S requirements are included in all reporting requirements and liaise with CH&S team as required to ensure adequate priority is given to this area of work.  To undertake continuous development within selected areas with regards to statutory compliance requirements for housing, through internal and external avenues. | | | | | | | | | | | 10% |
| 1. Records and system   Responsible for working with the Building Services Contract Manager and the Building Services Team to ensure the recording of all information passing through the building services team, including the development of KSI, Arena and Zetasafe.  To undergo training to ensure optimisation of financial management, of the contracts, such as, IBuy and Excel. | | | | | | | | | | | 15% |
| 1. Risks   Manage risks associated with areas under the jobholder's control. Ensure that effective controls are in place to highlight and limit risk. Contribute to the identification of risks as part of the planning process, ensuring adequate mitigation and control measure are implemented.  To undergo continuous CPD within the housing compliance sector to ensure any changes within the sector are flagged to management. | | | | | | | | | | | 10% |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. | | | | |
| Not specific | | | | |
| **People Responsibility:**  Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | | | |
|  | | | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | | | 0 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. | | | | |
| Contractors and Consultants | | | | |
| **Technical Knowledge/Skills** | | | |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications | | | |
| * General understanding of contract administration | * Excellent understanding of processing invoices, raising orders, creating certificates and managing budgets. | | |
| * Excellent general administration skills | * Demonstrable experience of using the full suite of Microsoft packages including but not limited to MS Word, MS Excel and MS Project | | |
| * Demonstrable self motivation | * Ability to prioritise own and team workload with excellent time management skills | | |
| * Ability to understand effective Risk Management and the Ability to produce and manage detailed information | * Willing to learn and develop skill base. | | |
| **L&Q Values** | | | |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviors and actions. | | | |
| **People** | | | |
| * We care about the happiness and wellbeing of our customers and employees | | | |
| **Passion** | | | |
| * We approach everything with energy, drive, determination and enthusiasm | | | |
| **Inclusion** | | | |
| * We draw strength from our differences and work collaboratively | | | |
| **Responsibility** | | | |
| * We own problems and deliver effective, lasting solutions | | | |
| **Impact** | | | |
| * We measure what we do by the difference we make | | | |
| **Other** | | | |
| * Commit to supporting L&Q’s environmental policy and social mission * I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks | | | |