Role profile

**JCT Contract Administrator**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Environment & Property, Housing Maintenance & Investment |
| **Reports to** | Assistant Director Housing Maintenance, Investment and Corporate Health & Safety |
| **Job family** | Professional and Technical |
| **Grade**  | K |
| **Political restricted?** | N |
| **DBS required?** | N |
| **Date**  | May 2024 |
| **JE Code** | JE2632 |

Key deliverables

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| **1** | Act as the primary point of contact for the JCT (Joint Contracts Tribunal) contract, overseeing its day-to-day management and administration to ensure smooth operations and adherence to all contractual agreements. |
| **2** | Build and maintain strong relationships with external stakeholders, including contractors, subcontractors, suppliers, residents, and tenant representatives. Address any concerns or feedback related to the contract services effectively.  |
| **3** | Ensure compliance with all relevant legislation, regulations, and industry standards, particularly the CDM Regulations. Liaise with the Project Team and appointed CDMC to uphold the Council’s responsibilities under the CDM Regulations.  |
| **4** | Manage the budget for the contract, including forecasting, monitoring expenditures, identifying cost-saving opportunities, and ensuring accurate financial reporting. Review and approve contractor invoices and payments in line with financial procedures. |
| **5** | Identify and mitigate potential risks such as health and safety hazards, contractual disputes, and financial discrepancies. Implement robust governance structures and reporting mechanisms to maintain transparency and accountability.  |
| **6** | Analyse performance data and prepare regular reports for senior management, highlighting achievements, challenges, and areas for improvement. Use evidence-based decision-making to drive strategic changes and optimize contract performance. |
| **7** | Implement and manage the change control process, facilitating any necessary adjustments to the contract in a controlled manner. Resolve any commercial disputes to a satisfactory conclusion, maintaining positive stakeholder relationships throughout. |
| **8** | Ensure that all aspects of the contract are adhered to, including performance standards, service delivery requirements, and financial commitments. Communicate effectively with finance and other relevant departments to ensure comprehensive financial compliance. |
| **9** | Build and maintain strong relationships with external stakeholders, such as contractors, subcontractors, and suppliers, to facilitate effective contract delivery. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | A bachelor’s degree in a relevant field, such as Business Administration, Contract Management, or Public Administration. A postgraduate qualification or professional certification in procurement or contract management is desirable. |
| **2** | In-depth knowledge of JCT contracts, contract law, and procurement best practices |
| **3** | Significant experience in working with contractors, using various contract mechanisms to deliver repairs and maintenance work to social housing stock. |
| **4** | Proven experience in managing high-value contracts, preferably within the social housing sector or public sector environment. |
| **5** | Ability to build excellent customer and team relationships with a variety of internal and external stakeholders, including residents, regulators and contractors. Excellent influencing, negotiating, advocacy skills and ability to positively challenge at all level.  |
| **6** | Proven excellent organisation skills, with attention to detail, able to prioritise and effectively meet multiple, simultaneous deadlines. |
| **7** | Strong financial acumen and experience in budget management and financial reporting |
| **8** | Ability to work effectively under pressure, prioritize tasks, and meet tight deadlines. |

Job family

**Professional and Technical (Grade K)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Professional and Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing city council assets, the development of policies and procedures and the strategic direction of the functions they support.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level job holders report to a Head of Service or Director and are responsible for the development and implementation of strategy relating to two or more functions within that service. Posts carry significant responsibilities for finance and a range of other non-financial assets and job holders will make autonomous decisions and lead the management of change throughout their sphere of influence within the appropriate functional areas.

**The knowledge and skills required**

The advanced theoretical knowledge required to make appropriate judgements and decisions at this level is augmented by ongoing professional development and awareness of external legislative and societal change. Also by a deeper understanding of the city council operational structures which both support and depend upon the job holder’s actions and advice. Roles will be professional experts, providing guidance to those in earlier career stages.

**Thinking, planning and communication**

Job holders will use their professional expertise to deal with highly complex, pressing issues on a day to day basis, but will also look well ahead and take a long-term, strategic view of their project and service delivery objectives over several years ahead, helping to shape their service’s composition, approach and operating procedures in accordance with wider goals mandated by the Service directorate.

The information exchanged at this level will be routinely complex, contentious in nature and/or highly significant to the city council’s reputation. Job holders will have additional demands placed upon them by the need to persuade others to adopt courses of action they may not otherwise wish to take, based on and reasoned argument. This will occur in written interactions and can also be in face to face verbal exchanges where job holders will advocate the city council’s position in response to opposing opinion in a formal or informal setting.

**Decision making and innovation**

The limitations to job holders’ decision making will be only the broad policy and practice guidelines that exist at both a corporate and even national/professional level. At this level of autonomy, job holders will be the final arbiter of many escalated technical and professional disputes and problems. They will report to a Head of Service or Director and will devise and implement strategic plans in relation to several functional areas.

**Areas of responsibility**

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

Roles will focus on the needs of whole classes of people whether external service users or partners and will be responsible for critical day to day decisions with legal and reputational dimensions and the development of functional/directorate level policy and operating procedures.

In addition, such roles are likely to have very high levels of responsibility for such elements as finance (very substantial budget management), information assets (city council-wide systems) or premises (of extremely high value and critical operational importance).

Roles will have full line management responsibility over an entire functional area with differing specialties and employee profiles.

**Impacts and demands**

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The combination of both tactical and strategic matters that job holders deal with means that roles are inherently very complex, demanding of particularly lengthy periods of concentrated mental attention while also managing very high levels of work

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders may at this level find themselves very occasionally exposed to some disagreeable, unpleasant or hazardous working conditions.