

JOB TITLE: Contracts and Services Officer

ACCOUNTABLE TO: Estates Manager

JOB PURPOSE: To support the Estates Manager in the provision of efficient and effective oversight of estates contracts and services

KEY RESPONSIBILITIES

- Contractor Management: Discharge the key responsibilities under the College Control of Contractors. Select, induct and manage contractors across the College estate ensuring compliance with health and safety obligations, value-for-money principles, tendering requirements and associated procedures.
- Contractor Health & Safety Oversight: Issue and control permits to work, obtain and update risk assessments, deliver contractor inductions and monitor compliance with method statements throughout all works.
- Estates Asset Servicing and Maintenance: Coordinate, schedule and book College maintenance and service requirements. Manage relationships with suppliers. Ensure full and proper completion of works and all legal and compliance duties are carried out, keeping sound records and arranging the completion of any associated remedial actions.
- Documentation & Records: Hold central records for servicing, maintenance and inspections. Ensure timely completion of required checks, all documentation is logged upon completion of works and maintain the College's compliance management system records.
- Performance & Quality Assurance: Develop and monitor contractor performance metrics and SLAs for contracted out services, conduct audits and maintain an approved contractor list to streamline procurement.
- Financial & Sustainability Responsibilities: Assist with budget monitoring, cost analysis and promote environmental compliance and carbon reduction initiatives within estates services.
- Systems & Reporting: Maintain and update estates and compliance management systems and produce regular reports on contract performance and college compliance for the Estates Manager.
- Strategic Support: Assist the CFO & Associate Principal (FER) with oversight of all contracted out estates services such as cleaning and catering. Assist the Estates Manager by contributing planning for short and medium term maintenance requirements, major building projects and harmonisation of estates processes across sites.

- Emergency & Contingency Planning: Support the development of contingency plans for critical services and coordinate emergency responses to contractor-related incidents.
- Stakeholder Engagement & Training: Liaise with internal departments to ensure service requirements are met, resolving contractor issues, delivering contractor inductions and remaining up to date with current legislation.

GENERAL RESPONSIBILITIES

- To ensure the adherence to the College's policies and procedures with regard to the safeguarding of, and promotion of, the welfare of students
- To ensure the application of the College's Single Equality Scheme including valuing diversity and promoting equality
- To implement the College's Health & Safety policy and procedures within the post holders own area of responsibility
- To support, promote and operate in line with the College mission and values
- Commitment to the continuous improvement of services offered by the College
- Any other reasonable duties commensurate with the role as required

NOTES

- The above job description outlines the key responsibilities. It is not exhaustive, and the tasks associated with the key responsibilities can be expected to change over time
- The post holder will be expected to undertake such other duties, within the general scope of the post, as may be required from time to time by the Principal (subject to the terms of the postholder's contract of employment)
- The nature of the work involved in this role will on occasions require some flexibility over hours of work to facilitate meetings and other interactions with parents/carers

Attribute	Criteria	Method of Assessment
Education & Qualifications		
A minimum of 2 A levels or equivalent	Essential	Certs/App Form
English and Maths at GCSE grade C or above	Essential	Certs/App Form
Experience, Knowledge & Abilities		
Experience of tendering and procurement arrangements	Essential	App Form/Int
Experience of maintaining and developing data record systems	Essential	App Form/Int
Experience of working and liaising with a wide variety of stakeholders both internal and external	Essential	App Form/Int
Excellent communication skills, both verbally and in writing, with a range of stakeholders	Essential	App Form/Int
Ability to work with accuracy and attention to detail	Essential	App Form/Int
Ability to plan and prioritise work effectively and meet deadlines	Essential	App Form/Int
Ability to respond and communicate with others showing sensitivity, clarity and focus	Essential	App Form/Int
Confident and competent in the use of IT in a working environment	Desirable	App Form/Int
Experience in the management and issue of Permits to Work	Desirable	App Form/Int
Experience of writing reports	Desirable	App Form/Int
Experience of working with health and safety frameworks and requirements	Desirable	App Form/Int
Experience of working in a college or school context	Desirable	App Form
Experience of working in a premises role	Desirable	App Form
Interpersonal Skills & Qualities		
Flexibility and resilience	Essential	Int
Calmness under pressure	Essential	Int
Open and approachable manner	Essential	Int