

# Your Job Description

At Moat, you'll embrace our vision, our professional standards, and behaviours wholeheartedly and uphold our values, actively contributing to our culture that is open, effective, customer-driven and driven by curiosity.

## Who we are

We're a Housing Association, offering hybrid working, competitive pay and a supportive environment.

Our vision is to lead as a customer pioneer, driven by outside-in thinking, and dedicated to delivering an exceptional customer experience. We value every colleague and every team and want to support you in being the best you can be.

## How we work

Our values and the way we behave form the cornerstone of our journey to achieving our purpose of 'opening doors to better lives' for our customers and our vision to become Customer Pioneers. Our standards and behaviours support our values and they provide clear expectations about how we behave and work as Moat Housing Professionals. You can find these below and the full behaviour framework on our website or intranet.

### Be the Change

Be flexible and adaptable to change, sharing ideas and focusing on solutions.

#### Our Standards

Be inclusive  
Be a leader

#### Our Behaviours

Be adaptable  
Be smart working

### Better Together

Set high standards, working together and welcoming every opportunity to learn and improve.

#### Our Standards

Be knowledgeable  
Be skilled

#### Our Behaviours

Be collaborative  
Be smart working

### Own it

Take personal responsibility for making things happen and seeing things through.

#### Our Standards

Show integrity  
Be ethical

#### Our Behaviours

Be empowered  
Be accountable

### Lead by Example

We work hard for our customers and take pride in making a difference to their lives.

#### Our Standards

Be an advocate

#### Our Behaviours

Be supportive  
Be nurturing



We recognise the significance of equality, diversity, and inclusion (EDI) in achieving success, and we're fully committed to being genuinely inclusive in everything we do. As a Moat Housing Professional, we expect you to show strong commitment to our approach to EDI and to our health and safety, compliance, and code of conduct policies and practices.

# Investment Contract Manager

Who's in my team?	
Team	Strategic Asset Investment
Line Manager	Head of Strategic Asset Investment
My direct reports	Contract Liaison Officer
Updated	June 2025

**What's my role?**  
To lead and be responsible for managing contracts to deliver all project management including planned maintenance, refurbishment, cyclical works, major and minor repair projects.

- What am I accountable for?**
- Manage day to day management of internal and external investment and refurbishment works as part of the planned investment programme.
  - Lead and deliver complex work projects.
  - Monitor contractor performance against agreed KPI's and SLA's, ensuring delivery on time and within budget to the required quality standards.
  - Conduct regular contract review meetings with contractors and internal stakeholders.
  - Address and resolve any disputes or non-compliance issues with contractors.
  - Prepare and monitor contract budgets.
  - Ensure value for money through effective procurement and benchmarking.
  - Approve contractor invoices in line with contract terms and complete works.
  - Identify cost saving opportunities and efficiencies.
  - Ensure all works comply with relevant legislation, building regulations health and safety requirements and internal policies.
  - Keep up to date with changes in relevant legislation and industry best practises
  - Engage with customers to ensure a high level of satisfaction with the works carried out.
  - Involve customers in service development.
  - Work closely with internal departments to ensure coordinated service delivery.
  - Provide guidance to Contract Administrators.
  - Compiling reports relating to projects for various internal boards and groups.
  - Ensuring the complete handover of all units to the Property Services department throughout the duration of any projects.
  - All colleagues are responsible for identifying, assessing, and mitigating operational risks within their business areas. Risks that are considered to be increasing or emerging should be raised with the person responsible for the business area.
  - Complaints Lead Officer: Responsible for managing complaints in line with our policy and the Housing Ombudsman Complaint Handling Code. This will include appropriate and proportionate resolutions and accurate record keeping.

- To carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager.
- Keeping accurate records and manage all data in accordance with our Data Governance Framework, relevant legislation, and best practice. You must also understand and fulfil your responsibilities as set out in this framework.
- Carrying out my work in line with our:
  - Professional standards, reflecting our values and behaviour framework
  - Policies, procedures, and code of conduct
  - Commitment to equality, diversity, and inclusion
  - Health and safety responsibilities
  - Confidential reporting (whistleblowing) polices

## What do I need?

### Entry Requirements:

- Proven experience managing contracts in a social housing or property maintenance environment
- Knowledge of contract law, procurement processes and health and safety regulations
- Excellent financial and budget management skills
- An understanding of local authority planning processes, and that for planning applications in particular
- Proficiency in the use and management of database systems and project management software, with practical experience of extracting data and generating / analysing reports.
- Good knowledge of landlord and tenant legislation, including that relating to leases and resident consultation.
- Good attention to detail and ability to manage multiple tasks simultaneously
- An ability to undertake work outside of normal office hours on a rota basis, as necessary
- Access to own car and full UK driving licence

### Proficient Requirements:

- Relevant qualification
- Experience with JCT or NEC contracts
- Understanding of asset management and building compliance
- Expertise in delivering and managing large social housing planned and reactive maintenance programmes.