

Contractor Manager (Capital & Planned Works)

Team	Salary
Asset Management	£45,312
Team responsibility	Line manager
N/A	Capital Works Manager

The job in a nutshell

This role supports the delivery of Beyond Housing's strategic goal to provide affordable homes where people feel safe and secure. You will do this by providing updates on progress and performance on our capital and planned works to the Operations Managers and project team. You will offer instruction and guidance to Principal Contractors, Sub-Contractors and conduct quality assurance inspections to ensure compliance both in building regulations, health and safety and ensure high standards of work for in our properties, and to also provide an excellent service to our customers, leading to high customer satisfaction, taking ownership of resolving issues and delivering on our customer promises.

Duties and responsibilities

- Inspect properties with sensitivity and professionalism whilst ensuring contractors protect customers' homes and belongings and maintain safe, clean and secure work environments.
- Identify and report signs of resident safety, habitability and vulnerable customers.
- Carry out effective supervision throughout all programs and projects to ensure the agreed performance and productivity targets, milestones and standards are achieved. You will be expected to give early alert to the Operational/Project Managers where programs or projects are failing to meet targets and to agree necessary action.
- Take responsibility for site-based health and safety compliance for our customers, Principal Contractors and sub-contractors by making sure that they comply with the organisation's Health and Safety Policy, risk assessments and safe methods of work.
- Actively participate in developing risk assessments, accident investigation, CDM project files, site-based health and safety audits and the continuous development of safe systems of work.

Version No	Approval Date	Reason for Revision	Job Evaluation Number
2	October 2026	New JD template	

(This will include, but not be limited to materials, asbestos, PPE, power tools, scaffolding, plant & equipment used throughout the course of projects).

- Identify the suitability of asbestos surveys for the issuing to contractors prior to work commencing and the ordering of asbestos surveys to the required scope if required.
- Take responsibility for defect and quality control including identifying defects, incomplete works and poor workmanship, maintain defect and snagging logs to enable KPI monitoring, monitor timely and satisfactory rectification of defects and complete handover inspections.
- Maintain accurate records by updating Excel spreadsheet-based progress sheets with key dates relative to the programme and provide regular feedback to the operational and project managers.
- Monitor compliance with statutory and regulatory requirements including, but not limited to, fire safety works, decent homes failures and energy efficiency and fabric upgrades, maintain clear records to support audit, assurance and regulatory scrutiny.
- Work alongside Project Managers and Project Leads where required in the planning, development and delivery of programs and projects.
- Be involved in handling complaints and learning from issues on a day-to-day basis, liaising with managers on more complex problems to ensure customer satisfaction is maintained and complaints are resolved within specified timescales.
- Attend meetings or provide services outside the usual working hours if required
- Champion continuous improvement by identifying opportunities to improve customer experience and increase customer satisfaction and trust.
- Ensure all activities are carried out in accordance with organisational policies, procedures, relevant legislation and regulatory requirements.

The above is not an exhaustive list of duties, and the role holder will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

What you'll bring to the team/role

Skills, knowledge and experience

- Communication skills both written and verbal
- Leadership and motivational skills
- Knowledge of Health and Safety and legislative requirements
- Willing to take ownership and be accountable for decisions and actions
- Excellent customer care
- Working methods within the building environment
- Able to demonstrate budget awareness
- Proven contractor supervisory experience
- Ability to work to deadlines

Competencies

- **Customer focus** – Anticipates customer needs, strengthens relationships, drives consistent service improvements, and embeds customer-centric practices across teams
- **Working together and communication** – Facilitates collaboration across functions, communicates clearly and effectively, manages stakeholders, and promotes a culture of openness and respect
- **Takes ownership and delivers results** – Owns delivery of key outcomes, manages priorities, mitigates risks, and ensures consistent, high-quality results
- **Problem solving and continuous improvement** – Analyses complex problems, implements effective solutions, and drives continuous improvement initiatives
- **Adaptable and flexible** – Responds positively to change, supports teams through transitions, and adapts approach to meet evolving priorities
- **Risk-based thinking** – Identifies and evaluates risks, supports risk-informed decisions, and applies proportionate controls to protect delivery

Qualifications

- Valid UK Driving Licence
- IOSH Managing Safely or willing to work towards within the first three months of employment
- Trade background or relevant exempting experience.

It's a bonus if you also bring

- Proven supervisory experience

- Supervisory/Management NVQ III qualification or equivalent
- SSSTS (Site Supervisor Safety Training Scheme) Qualification
- Proven experience in identifying and/or delivering service improvement
- NEBOSH- General

NB: We are committed to supporting people who have a disability. If you have a disability, we will work with you to identify reasonable adjustments which may help you perform the role effectively, where appropriate.