

Role Profile

Job Title:	Contracts Officer
Location:	Colindale – includes travel across Borough
Directorate:	Growth
Department:	Estates – Building Services
Grade:	G
Salary Range:	£ 36,585 - £ 40,182
Reports to:	Head of Building Services

1. Job Purpose:

To manage and oversee the administration of building services contracts across the Local Authority's managed estate, ensuring contractors meet statutory, operational, contractual and performance requirements.

The postholder will ensure compliance, value for money and high-quality service delivery across mechanical, electrical and maintenance contracts supporting building operations and financial administration, auditing and contract management.

This role will manage the efficient functioning of the local authority's construction, maintenance and building services contracts, applying procurement procedures, complying with governance processes and assisting with financial tasks and reporting.

The postholder will monitor contractor performance, manage quality assurance processes and review KPI metrics for contractors including coordination of social value commitments. The role also supports compliance, risk management, financial control, and continuous improvement across building services.

The officer will work closely with the Property Services team, other local authority teams, contractors, and external partners to maintain high standards of safety, compliance, and financial accountability.

2. Key accountabilities:

- 2.1. Monitor and track the progress of contractor performance and adherence to statutory, operational, contractual and performance requirements.
- 2.2. Lead contract management of building services term contracts, ensuring performance meets contract KPIs, SLAs and statutory obligations.
- 2.3. Conduct regular contract review meetings, performance audits, and site inspections.

2.4. Manage contract variations, quotations, and change control processes in line with LBB governance.

2.5. Escalate business-critical risks and issues to senior leadership.

3. Contract Management

3.1. Manage contracts for planned, reactive and cyclical maintenance contracts for Building Services team.

3.2. Ensure all contractors meet contractual obligations, SLAs, KPIs, and statutory compliance standards.

3.3. Lead on contract mobilisation, renewals, procurement processes, and contract reviews.

3.4. Monitor contractor performance through audits, site inspections, meetings, and data analysis.

3.5. Manage variations, quotations, and approval of works in accordance with contracts, Council policies and processes.

4. Compliance & Health and Safety

4.1. Ensure all contractors comply with statutory and regulatory requirements including insurances, electrical safety, gas safety, fire safety, water hygiene and statutory requirements.

4.2. Review and approve contractor RAMS, method statements and safe systems of work.

4.3. Provide regular updates to internal and external teams and building occupants regarding the status of maintenance work and any planned disruptions.

4.4. Maintain accurate records of all contracts, variations and governance requirements.

5. Commercial Management:

5.1. Lead in the preparation and monitoring of contractor expenditure and performance reporting, ensuring that all financial activities align with approved spending limits.

5.2. Track and reconcile contract expenditure against budgeted allocations and caps for maintenance services and supplies.

5.3. Provide financial reports related to maintenance activities, including cost tracking and analysis of spending patterns.

6. Contract Management:

6.1. Assist in the management and delivery of contracts for building services, ensuring compliance with SLA and KPI's

6.2. Liaise with external contractors and suppliers to ensure adherence to contract terms, including service levels and payment schedules.

7. General Administrative Support:

- 7.1. Assist with scheduling regular maintenance inspections and preventative maintenance tasks.
- 7.2. Support the senior management team in preparing reports and presentations related to building maintenance performance and budget status.
- 7.3. Coordinate with other departments to ensure minimal disruption to building operations during maintenance activities.
- 7.4. Produce monthly performance reports, compliance reports, and contractor complaints.
- 7.5. Maintain contract documentation in line with audit and governance requirements.
- 7.6. Support internal and external audits relating to compliance and contract performance.

8. Change and Improvement:

- 8.1. To be part of the team in such a way that brings about positive change and improvement.
- 8.2. Assist in the development and implementation of policy, systems, processes, performance criteria governance frameworks and procedures within area of responsibility to meet strategic / operational requirements, internal and external reporting requirements and ensure compliance with external legislation and regulations.

9. Financial Responsibilities:

- 9.1. To ensure that appropriate systems are in place and safeguard financial probity, to keep accurate records and provide management and monitoring information.
- 9.2. To ensure that all duties and responsibilities are performed in accordance with the Council's Policies and Procedures including Financial Regulations, Standing Orders, Personnel Policies and Procedures etc.
- 9.3. Manage contract budgets, monitor expenditure and ensure value for money.
- 9.4. Support procurement processes including tender preparation, evaluation and mobilisation.
- 9.5. Provide accurate financial forecasts, business cases and performance reports to senior managers.

10. Health and Safety Responsibilities

- 10.1. As an employee of the London Borough of Barnet, you are required to:
 - Abide by Barnet's health and safety policy and associated arrangements
 - Complete mandatory health and safety training
 - Follow safe systems of work and use devices/guards provided for safety.
 - Wear/use personal protection equipment were issued and instructed to do so, including lone working devices.
 - Report any Accident/Incidents/Hazards.
 - Take care of your own and other's safety, health and wellbeing

11. Promotion of Corporate Values

11.1. To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

- Caring / Learning to Improve / Inclusive / Collaboration

12. Flexibility

12.1. In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

13. The Council's Commitment to Equality

13.1. To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Good standard of education to a minimum of A Level or equivalent professional experience	Essential	Application
Evidence of CPD in contracts, compliance or building services or equivalent professional experience.	Essential	Application
Membership or in the process of obtaining membership to a relevant professional body (e.g., CIOB, QSi, RICS).	Desirable	Interview
Experience & Knowledge		
Experience working with building services or FM contracts	Essential	Application
Proven experience managing building services contracts	Essential	Application
Experience of successfully managing contractor performance, audits, and KPI/SLA frameworks.	Essential	Interview
Excellent communication skills - both verbal and written	Essential	Application/Interview
A good problem solver who also possesses good organisational and administration skills	Essential	Interview
Previous experience of all Microsoft applications including Excel and other software systems.	Essential	Application
Experience in budget management, financial forecasting, and cost control.	Essential	Interview
Experience with procurement, tendering, and contract negotiation.	Desirable	Interview
Knowledge of contract law principles, service level standards, and contractor governance.	Desirable	Interview
Experience delivering asset lifecycle planning or service improvement projects.	Desirable	Interview

Skill & Ability		
Excellent communication and stakeholder management skills, with the ability to challenge and influence	Essential	Application/Interview
Strong analytical and reporting skills with attention to detail	Essential	Application/Interview
Ability to manage multiple priorities and deliver under pressure.	Essential	Application/Interview
Strong IT skills including Microsoft Office and Concerto or similar helpdesk and contractor management systems.	Essential	Application
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile- I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active	Essential	Application/Interview

role to ensure they are implemented and integrated in everything I do.		
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview