



Job Title: Partnership Delivery Manager
Grade: Y6
Reports To: Director of Customer Service
Number of Reports: This is a specialist role and has no direct reports

Key job element

- Lead contract manager for the Leazes Homes housing management contract including day to day oversight of services through service managers in YHN.
- Lead officer as a point of contact to resolve issues raised by Leazes Homes under the contract and resolve disputes or performance issues, using your knowledge, initiative and persuasion skills to deliver outcomes.
- Development and co-ordination of the contract mobilisation plans for YHN.
- Maintain a clear focus on the outcomes identified within the contract and successfully deliver against these.
- Support the collation, writing and presentation of board reports and provide contract support when presenting to Leazes Homes Board
- Identify service improvements for Leazes Homes and work with partners across YHN to develop and deliver improvements for customers.
- Provide a key strategic link across YHN / Leazes Homes from a commercial contract management perspective, ensuring that operational teams are informed of contractual obligations and deliver against the contractual obligations.
- Identify areas for contract improvement and initiate / project manage actions aligned to this improvement
- Ensure Leazes Homes core values are embedded throughout the contract

Person Specification: This area focuses on skills and knowledge required in the role.

Essential Criteria

- Extensive experience operating at a managerial level, within a similar environment
- Broad knowledge of a wide range of housing management functions
- Post graduate degree / equivalent in relevant subject
- financial and performance management skills with the ability to analyse and take forward follow up action to improve service delivery
- Decisive decision maker with the ability to demonstrate initiative and independence across a broad area of service delivery
- Extensive knowledge of programme and project management.
- Extensive knowledge of the statutory responsibilities for regulator services
- Ability to develop, manage and coordinate new projects.
- Understanding of public sector procurement regulations
- Experience of collaborative working with strategic partners
- Able to influence a range of colleagues to deliver against agreed contractual obligations and continuously improve service delivery for customers.
- Diplomatic and assertive, with a successful track record of developing collaborative partnerships.
- Personable and responsive with good planning and organisational skills.

Desirable Criteria

- Possesses and maintains a valid driving licence and is willing to drive as required for the role.
- All employees are expected to be flexible within the scope of the role

Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do.

*Our values are **Be Ready, Be Amazing, Be Revolutionary, Be Energetic**. It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

We expect our people to demonstrate the following behaviours:

Be ready - together we're prepared for anything:

This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

Be amazing – we'll exceed expectations

This value is about being "passionate, impressive, excellent and progressive".

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

Be revolutionary – have courage and be bold

This value is about "leading the way, involvement in change, engagement, being radically new or different and being creative".

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change

Be energetic – making every day count

This value is about "vitality, being interested, keen, inspirational and motivated"

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to "bounce back"
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude