



Eldon Housing Association Ltd Job Description

Job Title:	PFI Contract Manager – C4C
Responsible to:	Head of Assets and Facilities Management
Responsible for:	Assets and Facilities Manager (C4C), Catering Manager (C4C), Operations Manager – Ground and Maintenance (C4C)
Location:	Based in the Eldon Head Office, with home working up to 2 days per week, and working across C4C Schemes in Croydon, Selhurst, Addiscombe and Addington for the proper performance of the role.

Overall purpose of the job:

- To oversee and manage our contractual responsibilities to C4C, ensuring compliance, efficiency, and value for money.
- To lead and motivate the C4C Facilities Team to provide a professional and robust Facilities Management service.
- To ensure compliance with all statutory, regulatory, and contractual requirements for satisfying the contractual commitments with C4C
- To ensure good partnership and stakeholder relationships are maintained
- To provide value for money services dedicated to continuous improvement
- To manage the PFI budget
- To ensure health and safety legislation and procedures are consistently implemented
- To be the contract lead for Eldon.
- To be the lifecycle project lead for the PFI schemes
- To take responsibility for the C4C Helpdesk and KPIs, working with the Assets and Facilities Manager – C4C, who manages the day-to-day responsibility.
- To report regularly to the Head of Asset and Facilities Management on key operational matters, including budget management, compliance, and service delivery performance.

The postholder will also provide support and cover for the Eldon properties and colleagues working on the Core side of the department.

Key responsibilities:

Contract Management & Compliance

- Ensure full compliance with the PFI (Private Finance Initiative) contract, sub-contracts and all related Schedules, adhering to contractual obligations, statutory regulations, and industry standards.
- Lead on lifecycle planning for PFI assets, ensuring effective forecasting, budgeting, and implementation of asset replacement strategies.
- Act as Eldon's contract lead, managing all contractual responsibilities, variations, and ensuring performance aligns with agreed service levels.
- Monitor and manage contract payment mechanisms, ensuring payments are correctly processed, and deductions or penalties for non-compliance are minimised through proactive issue resolution.
- Identify risks that may lead to financial penalties, implementing mitigation strategies to protect financial and operational performance.

Stakeholder & Contractor Management

- Maintain strong relationships with service providers, contractors, the Special Purpose Vehicle (SPV – C4C) through the managing agent Pario, local authority, and internal teams, ensuring clear communication and accountability.
- Manage contractor performance, ensuring work is completed to high standards, within budget, and in line with compliance requirements.
- Facilitate regular partnership meetings to review contract performance, discuss service improvements, and address operational challenges.

Performance Monitoring & KPIs

- Oversee the PFI Helpdesk, ensuring efficient tracking, reporting, and resolution of service requests in line with agreed KPIs and SLAs.
- Working with the Asset and Facilities Manager for C4C, who has day to day responsibilities, to review the Helpdesk performance, quality of recording information, speed of referring jobs and seeking improvements
- To help implement a new IT system to assist with the delivery of the contract.
- Provide occasional cover for the Helpdesk by logging calls and arranging for repairs to be carried out.
- Monitor contractor performance against service level agreements (SLAs), driving continuous improvement and operational excellence.
- Develop and maintain a robust reporting framework, providing senior management with data-driven insights on contract performance, compliance, and service delivery.
- Ensure performance is optimised to prevent contractual penalties, working closely with contractors and internal teams to proactively resolve issues before they escalate.

Finance & Budget Management

- Manage the budget development and financial oversight for the PFI project, ensuring cost-effectiveness and financial sustainability.
- Oversee the payment mechanism, ensuring timely and accurate payments to service providers in accordance with contractual obligations.

- Minimise financial deductions by ensuring contractual performance targets are met, implementing corrective actions where necessary.
- Prepare and present financial reports for stakeholders, identifying cost-saving opportunities and budget risks.
- Review and approve invoices, ensuring financial accountability.
- Ensure recharges, damage claims and payments due are managed with the SPV/C4C.

Risk Management & Health & Safety

- Identify, assess, and mitigate risks associated with the C4C contract in relation to facilities management.
- Ensure compliance with health and safety legislation, supporting a safe environment for residents, staff, and contractors.
- Monitor incident reporting trends, take corrective actions, and implement safety improvements where necessary.

Process & Service Improvement

- Continuously review and improve contract management processes, driving efficiency and best practices.
- Identify opportunities for service enhancements, cost savings, and innovation to improve the overall management of the PFI schemes.

Leadership and Staff Management

- Lead, develop, motivate, and manage the Assets and Facilities C4C team to optimise engagement and performance.
- Ensure that staff performance is managed effectively in accordance with policies and procedures, including training compliance.
- Address any staff underperformance, discipline, or grievance issues in accordance with policies and procedures.
- To promote learning and development to enhance staff performance and facilitate career development.
- To monitor and control Key Performance Indicators.
- In liaison with the People and Resources Team, identify and implement staff development training for the proper delivery of all operations.
- Contribute positively to meetings.
- Demonstrate strong leadership and set a high standard of professionalism, integrity, and performance for the team.

Learning and Development

- To assist with basic refresher training for staff within the Asset and Facilities management team as and when required also identifying additional training needs
- To actively participate in self-development as appropriate and training as identified for the benefit of performance management

Reputation

- To work to promote the Association and ensure that its reputation is maintained and enhanced.

Person Specification

Essential skills and experience

- Experience delivering contracts, PFI knowledge essential
- Proven experience of working within strict service agreements
- Strong leadership and team management abilities.
- Excellent verbal and written communication skills
- Keen attention to detail, methodical work practice, organised reliable and motivated
- Good communication and negotiation skills, with the ability to liaise effectively with a range of stakeholders.
- IT literate, with experience using property management or maintenance software, and MS Office.
- Supportive of the Housing Association's organisations aims and values
- Full driving licence and own vehicle

Desirable

- Recognised and relevant qualification, or the willingness to undergo relevant training
- Experience in implementing new IT property management systems