

Job Description

Contracts Co-ordinator

Salary:	Grade 5
Contract:	Full time, ongoing
Location:	Canterbury/Medway Campus
Responsible to:	Performance and Compliance Lead
Job family:	Administrative, professional and managerial

Job purpose

To assist the Performance and Compliance Lead with the effective delivery of external maintenance contracts, ensuring compliance, value for money, and operational continuity. The role includes planning contract renewals, managing tender processes, integrating statutory and SFG requirements, and maintaining strong communication with operational leads.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Develop, maintain, and regularly update a comprehensive contract renewal schedule, ensuring all service agreements are reviewed in advance of expiry. Proactively identify key dates, risk areas, and resource requirements to enable early planning, prevent service gaps, and maintain full compliance with procurement and organisational standards.
- Draft, issue, and administer Invitations to Tender (ITTs) or Requests for Quotation (RFQs), ensuring accuracy, clarity, and adherence to internal procurement frameworks. Coordinate bidder queries, evaluate submissions against defined criteria, and support recommendation processes to ensure fair, transparent, and competitive tendering.
- Work with operational teams and technical specialists to gather, consolidate, and validate detailed scopes of work, performance requirements, service levels, and technical specifications, ensuring documents reflect current operational needs and best practice standards.
- Incorporate relevant SFG20 schedules and maintenance standards into contract documentation, ensuring all service providers meet statutory, regulatory, and industry-specific obligations. Review updates to SFG20 and ensure contract scopes remain current and compliant.
- Define transparent mechanisms for pricing variations, ensuring contractors provide consistent and auditable cost breakdowns for additional works or scope reductions. Maintain clear documentation to support financial accountability and budget control.
- Carry out regular market analysis and benchmarking to assess competitiveness, quality, and value for money across service lines. Produce evidence-based recommendations to support strategic procurement and maximise cost efficiency without compromising service delivery.
- Oversee all stages of the procurement lifecycle—from initial scoping and tendering through evaluation, award, mobilisation, and contract execution. Ensure financial processes such as cost approvals, PO creation,

budget tracking, and invoice reconciliation are completed accurately and in line with organisational governance.

- Define, document, and agree clear emergency response expectations—including 24/7 availability, call-out times, and escalation processes—to ensure business continuity and adequate coverage outside normal operating hours.
- Serve as a key liaison between operational teams and contractors, ensuring contract arrangements reflect evolving operational priorities. Provide regular updates, gather feedback, and adjust service scopes or delivery requirements where necessary.
- Track and review contractor performance using KPIs, SLAs, compliance certificates, and audit reports. Identify performance gaps, drive corrective actions, and ensure contractors meet contractual and legislative obligations throughout the contract term.
- Maintain an organised log of contractor and internal action plans, monitoring deadlines and ensuring timely completion. Escalate overdue actions where necessary to protect compliance and service standards.
- Build strong working relationships with internal clients, external suppliers, and senior stakeholders. Facilitate effective communication, resolve issues promptly, and ensure service delivery remains aligned with operational expectations.
- Coordinate regular contract review meetings, preparing structured agendas, collecting performance data, and recording minutes with clear actions and responsibilities. Follow up on agreed actions to ensure continual improvement.
- Deliver thorough contractor inductions including health & safety requirements, access control, site-specific hazards, and emergency procedures. Issue keys, permits, and documentation to enable safe and compliant working on campus.
- Extract, validate, and interpret data from the CAFM system to track performance, identify recurring issues, and assess service demand. Use insights to support decision-making, enhance contract specifications, and guide long-term procurement planning.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Managing multiple service contracts, ensuring compliance with statutory requirements, and delivering best value through market testing and procurement processes.
- Balancing operational needs with budget constraints and maintaining strong stakeholder communication.

Facts & figures

Responsible for coordinating multiple external maintenance contracts across campus, managing procurement cycles, and ensuring compliance with financial and statutory requirements.

Internal & external relationships

Internal: Maintenance & Engineering colleagues, operational leads, other Campus Services sections, Finance and Procurement

External: Contractors, professional technical consultants and suppliers

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Pressure to meet important deadlines such as might be inherent in high profile projects
- There may be a requirement to work evenings and weekends
- Ability to occasionally travel in a timely and efficient manner between campuses

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Formal or vocational qualifications (GCSE passes (A-C/4-7), A levels, NVQ, City & Guilds, AAT (completing) or similar, plus work experience in a relevant role (A)
- Strong administrative and organisational skills with the ability to prioritise effectively (A, I)
- Strong understanding of relevant statutory compliance frameworks (e.g. LOLER, PUWER, water hygiene, fire safety, electrical testing). (A, I)
- Experience of procurement and tendering. (A, I)
- Excellent communication and stakeholder engagement skills, with experience managing external contractors. (A, I)
- Knowledge of building services (A, I)
- Excellent IT skills, particularly Microsoft Office (A, I)
- Participates actively within a team and continuously works to improve processes (A, I)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive (I)

Desirable Criteria:

- Experience with Computer Aided Facilities Management (CAFM) systems (A, I)
- Knowledge of Health and Safety legislation (A, I)
- Experience of contract management

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage