



Job Profile

Job Title	Managing Agent Contract Manager		
Reports to (job title)	Senior Operations Manager		
Job Reference No.	HOMEJD1027	Date of issue:	Nov 2025

The job in a nutshell...

You'll manage a portfolio of external managing agents who look after our properties, ensuring they meet their legal and regulatory responsibilities and deliver services to our high standards. You'll build strong, positive relationships, hold partners to account, and make sure our customers receive outstanding service and value for money.

You'll be first point of contact for third parties wishing to enter into new agreements, proactively reviewing and renegotiating contracts to ensure they deliver commercial and service benefits for Home Group and our customers. Your work will be central to building lasting relationships that go beyond housing, enhancing lives and contributing to thriving, vibrant communities.

What success will look like...

Managing agents consistently meet their contractual and legal obligations. Agreements are monitored and kept up to date, and action is taken when standards fall short. Services remain reliable and safe for customers, consistent with Home Group's expectations and our customer promise.

Strong and trusted relationships are in place with managing agents and related external partners. Expectations are clearly understood, and issues are resolved quickly through collaboration and influence. Through strong contract management, problems are identified early and escalated appropriately, to maintain high standards and avoid disruption to services.

A clear and accessible record of all third-party arrangements is maintained. Teams across the business can easily find agreement details, responsibilities and performance data to support decision-making and service delivery.

Managing agent performance is monitored and benchmarked, with third parties held to account for the quality of homes and services. Data is used to influence future appointments,

drive improvements and support decision-making. Poor performance is addressed quickly to protect customers and maintain standards.

Risks linked to third-party management are identified and managed. Safeguards are in place to ensure compliance, protect customers and avoid costly issues. Learning is shared across teams to improve future outcomes.

Complex management issues are resolved confidently. Legal action is supported where needed, and advice is provided to colleagues across the business. Disputes are handled fairly and in line with Home Group's standards.

Complaints linked to managing agents are handled swiftly and respectfully. Outcomes are clearly communicated, and learning is used to improve services and reduce repeat issues.

All third-party agreements (including management agreements and leases) are reviewed regularly to clarify responsibilities and ensure compliance with legislation, collaborating with wider teams to monitor building safety and meet financial obligations.

You'll play an active role in newbuild developments, ensuring third-party responsibilities are understood and agreements support customer satisfaction.

A positive culture of accountability and continuous improvement is supported. Colleagues understand third-party arrangements, best practice is shared, and high standards are promoted across the organisation.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
<p>Have a win-win mentality</p> <ul style="list-style-type: none">• Think holistically, who else will this decision impact, and what are the benefits for them?• Be positive and solution-focused.	<p>Leasehold and tenancy management</p> <ul style="list-style-type: none">• Strong understanding of leasehold legislation and tenancy agreements• Strong experience managing leasehold properties or working with managing agents• Confident interpreting legal documents and applying them in practice• Level 3 or higher Chartered Institute of Housing (Competence and Conduct standard for Social Housing) qualification. Or must be willing to study and achieve it with our support• Comprehensive knowledge of leasehold block management, managing agent operations, and the

	<p>Landlord and Tenant Act 1985 (sections 18-30), as well as RICS/TPI guidance.</p>
<p>We have an eye for detail</p> <ul style="list-style-type: none"> • Pays attention to detail. • Applies legislation, working within policies and procedures. • Uses performance information to drive improvements. 	<p>Contract and compliance oversight</p> <ul style="list-style-type: none"> • Experience managing and monitoring third-party contracts to deliver services well and influencing the best outcomes for customers • Able to identify non-compliance and take corrective action • Confident to manage risk and ensuring regulatory obligations are met through contract delivery • Ability to interpret legal contracts, review and renew business-to-business agreements, and recommending improvements or non-renewals.
<p>We are great influencers</p> <ul style="list-style-type: none"> • Be a real self-starter. • Be curious – listen to understand your audience’s situation or style. • Build rapport and develop relationships. • Know how to get the best out of those you work with. 	<p>Stakeholder and relationship management</p> <ul style="list-style-type: none"> • Experience building and maintaining strong external partnerships • Proven experience in negotiation and influencing outcomes and resolving disputes • Proven ability to work across teams to deliver shared goals

We’d also love you to have, or be **brilliant** at... (but don’t worry if not)

The Property Institute sector-specific qualification or a willingness to study and complete it. | Experience managing agreements and leases in the social housing sector.

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We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

You'll be a budget holder? No Yes ... up to £ |

You'll manage people? No Yes ... around 0 | direct reports

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional Regular Frequent

This role requires a DBS check No Yes

Basic Standard Enhanced



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