

ROLE PROFILE

Function	Technical	
Job Title	Adoptions Manager	
Grade	M2	
Reporting Lines	Reports to	Technical Manager
	Direct Reports	N/A

Aim of the role

Supporting the Technical Team with the timely Adoption of Roads, Sewers and Public Open space Areas.

Responsibilities and Duties

- To liaise with and advise departments on Adoption and finishing works issues, interface matters and to co-ordinate information flow.
- To co-ordinate with the internal Technical department, Consultants, Statutory Authorities, Contractors, Bond providers and Solicitors to ensure the timely receipt of Maintenance and Adoption Certificates including the management of associated Bond reductions and cancellations to an agreed program.
- The ability to negotiate with and manage the requirements and expectations of Local and Statutory Authority Engineers, Inspectors and Representatives for all sites.
- The ability to recognise potential problems and solve them in a speedy, efficient and cost effective manner whilst ensuring the Company procedures are followed and adhered to.
- Provide detailed inspection briefs and relevant site information / records to allow for the timely provision of budgets / quotations from subcontractors / suppliers for associated elements of works with support from the Commercial department in assessing costs and raising orders.
- To keep a detailed record of payments and ensure the Adoption forecast is updated monthly in line with expenditure and site changes / requirements. Advise on overall costs to complete the development in respect of finishing works, Maintenance works through to Adoption. Work with the Finance team to produce and maintain accurate budgets / forecasts.
- Collate information for inclusion in the Health and Safety Plan as required.
- Co-ordinate pre-start meetings with remedial works contractors and agree site start dates in conjunction with the Construction team in accordance with agreed programme.
- Assist the Construction team with timely and pro-active approaches to finishing works, gain the Maintenance certification and apply for Adoption certificates, Bond reductions & cancellations to meet the program dates.
- Prepare and keep updated programmes with maintenance and adoption target dates for the benefit of the finance and technical department.
- Provide the administrative support / back up and assistance to the Adoptions Engineer, chase requests for certification and bond reductions.
- Attend site meetings, inspections and internal meetings / reviews as required.
- Manage the workload of field based Adoptions Engineer and Site Engineer.
- Answer customer care enquiries in a positive, pro-active, polite and timely manner.
- Providing advice, correspondence and evidence to support the company when receiving claims associated with completed works.
- Completion of outstanding Section Agreements and Technical Approvals where necessary.
- Assist with the timely delivery and handover of private works to Management Companies.
- Annual review of ongoing subcontractor works, provisions and orders.
- To manage, advise and assist the Land team with the residual land portfolio.

Knowledge Skills and Experience

- Able to recognise problems and solve them in a positive, timely and cost effective manner.
- Resilient, self-motivated and well organised.
- Ability to work to deadlines, meet programmes and manage others.
- Excellent negotiation and communication skills.
- Commercial awareness and accurate interpretation of design drawings.
- Able to prepare, manage and maintain Adoption fees, costs and budgets.
- Ability to work under own initiative is a key requirement.
- Ability to apply forensic skills to unravel historic matters including supporting customer care issues.
- The profile is not exhaustive. From time to time you may be required to perform other tasks, which are not included in the above description, but are within your capabilities and where necessary, training will be given.

Our Values	
Collaborative	Act as one team Communicate Assume everyone has the best intentions Find a shared solution
Trusted	This starts at the top Ensure everyone feels valued Say what you mean, do what you say Be open and honest
Focused	Make sure we deliver Be present in the process Be thorough and disciplined Understand the end goal