Job description – Contract Assurance Manager (Estates)

Grade:	B
Salary:	Standard Terms, National Pay Range £44,838 - £48,473 (Pay ranges for work locations in Greater London or Hot Spots will be approximately 5% higher than the National pay range. Pay ranges for Inner London are 10% higher than the National pay range. Pay ranges for those on TUPE terms will be approximately 6.8% lower than the equivalent Standard Terms pay range.)
Reports to:	Head of Estates
Location:	Flexible – Regional location or homeworker

Everyone's welcome

Everyone is welcome at English Heritage. We are passionate about ensuring we are an organisation where everyone is valued, respected and supported for their unique contributions, this is why we put Equality, Diversity and Inclusion at the heart of how we innovate, inspire and involve the diverse communities we serve. We all work together to build an inclusive culture that encourages the diverse voices of our people.

Who we are

English Heritage cares for over 400 historic monuments, buildings and places. Through these, we bring the story of England to life for over 10 million visitors each year.
No matter what you do or where you do it, by joining us you'll be playing a vital role in looking after some of the greatest places in England so that they can be enjoyed today and for generations to come. You'll find it's a workplace like no other – taking you behind the scenes of these extraordinary sites and supporting you to share your ideas, inspire others and make a difference.

Where you'll be working

The Estates Department is organised across four regions, with teams providing professional expertise to conserve and maintain a wide range of properties, from country houses and ruined castles to hill forts and Roman temples. This national role can be based in one of our regional office locations in York, Bristol, Swindon, London or from home. Regular travel to sites and offices will be required.

What you'll achieve with us

You will provide assurance across a diverse Estates contracts portfolio, including building and civil engineering works, grounds maintenance, mechanical and electrical services, and a range of specialist contracts. Working with Procurement, Finance and regional Estates teams, you will strengthen governance, supplier performance and commercial control, support Technical Managers as contract owners, and build contract management capability across Estates.

What you'll be doing as part of the team

1. Provide portfolio-wide assurance across high-value and business-critical Estates contracts, identifying performance, commercial, governance and compliance risks.

2. Maintain the Estates Contracts Log and support consistent application of the organisation's contract-management framework, review processes and audit requirements.

3. Develop and monitor meaningful KPIs and supplier-performance measures, ensuring issues and trends are addressed.

4. Provide commercial challenge on pricing, variations, reactive spend and supplier performance, supporting value for money, cost control and continuous improvement.

5. Work with Estates, Finance and Procurement colleagues to strengthen financial oversight, improve forecasting and expenditure visibility, and support effective contract governance.

6. Ensure high-quality contract data and reporting, turning portfolio information into clear, timely and actionable insight to support effective decision-making.

7. Support and coach Technical Managers as contract owners, helping to improve supplier performance, manage improvement plans, share good practice and build contract management capability across the Estates Department.

8. Support procurement planning, tender activity, mobilisation and contract lifecycle management, including a key role in the procurement and mobilisation of the Measured Term Contract. Provide assurance and constructive challenge across JCT Measured Term Contracts and specialist maintenance contracts.

Occasionally we may need to review a job description to incorporate any changes or other duties needed for the role as identified by the line manager.

We're flexible

We are dedicated to the wellbeing of our employees and will actively support you to find the balance which enables you to thrive. We have flexible working policies, we recognise that people might have different needs to enable themselves to work at their best and balance both their life and work. We are happy to talk about how best we can accommodate your needs.

We're Disability Confident

We are positive about disability, committed to providing equality of opportunity and are proud to be part of the Disability Confidence Scheme, so if you have a disability, we would be happy to discuss reasonable adjustments that you might need, either as part of the application process, or the job itself.

Who we're looking for

Essential experience
• Experience of contract assurance, commercial governance, supplier performance or contract management oversight across a complex portfolio. • Experience working with operational contract owners, Procurement and Finance to improve performance, consistency and value for money. • Experience influencing and coaching colleagues without direct authority.
Essential skills / Knowledge / Qualifications
• Strong analytical, reporting and communication skills, able to turn contract and supplier information into clear portfolio insight. • Practical understanding of JCT, Measured Term, Schedule of Rates or comparable contract arrangements, sufficient to provide effective assurance and challenge. • Sound commercial judgement across performance, variations, risk, value for money and contract lifecycles. • Knowledge of contract assurance, compliance and performance monitoring in an estates, property, construction, maintenance or facilities management environment, with the credibility to advise and challenge.

• A relevant professional qualification in contract management, procurement, property, construction or facilities management, or equivalent professional experience. •
Essential behaviours

• English Heritage core behaviours, which are:
  ○ Collaboration
  ○ Innovation
  ○ Empowerment
• Influences through professional credibility, evidence and sound judgement.
• Builds effective relationships across Estates, Procurement, Finance and regional teams.
• Balances commercial discipline with conservation outcomes and public benefit.
• Provides constructive challenge and drives continuous improvement.

Additional circumstance to consider
We are happy to discuss this in more detail to support your work-life balance – This role requires travel to office and sites that are often in remote locations and so a full driving licence is advantageous. Occasional overnight stays away from home will also be required.