

Job Title:	Contract Manager	Job Category:	--
Department/Group:	Client Services	Job Code/ Req#:	--
Location:	East London Apartments	Travel Required:	--
Level/Salary Range:	£38,972.93	Position Type:	--
Reports To:	Supported Housing Manager	Date Posted:	30/09/2026
Responsible For:	Staff and Residents at East London Apartments	Posting Expires:	06/10/2026
External Posting URL:	Charity Jobs. Will consider agencies if no expression within the week		
Internal Posting URL:	All Project managers, Deputies and Team Leaders		
Applications Accepted By:			
EMAIL: PRHA@Recruitment.Net Subject Line: --		MAIL: Providence Row Housing Association 15A Kelsey Street, London E2 6HD	
Benefits:			
• Pension Scheme – We offer a group stakeholder pension scheme with 3% employer's contribution, employee contribution is 5% • Holidays - Employees receive up to 22 days annual leave plus bank holidays rising with long service. • Medical – we provide a "Cash Back" Scheme for a range of services such as dental, physio, chiropody, health& wellbeing. • Training Programmes – We provide comprehensive training to our employees to enable them to grow in their career and achieve their professional aspirations. • Season Ticket Loans – We offer interest-free season ticket loans after successful probation. • Life Assurance			
Diversity Statement:			

At Providence Row, we hold a clear belief of inclusion in all dimensions with residents and workers: LGBTQ+, ethnicity, gender, generations, and disabilities. We welcome and celebrate all individual differences, and embark on our journey to serve our community, with our community together.

About Providence Row:

Providence Row was founded in 1860, and provides and manages c.500 social homes across Tower Hamlets, Hackney and the City of London. We are committed to our East London roots, helping cases of residents suffering from a variety of trauma. Holding a satisfaction level of 92% in 2024 and working alongside Grounded Eco-therapy for recovery of people and places, we pride ourselves on our support and the outcomes achieved by our residents.

East London Apartments provides accommodation and support to 31 homeless men and women with complex needs. Within a Psychologically Informed Environment service users are supported using the Recovery Model to stabilise their substance use, establish networks of support, manage their health and welfare, and move on to either independent or lower support accommodation.

Job description:

As a contract manager, you will be responsible for ensuring you meet contractual outcomes, PRHA's service standards, aims, objectives and performance targets. You will be working with contracts and services to maintain the PRHA quality improvement framework, negotiating and influencing standards in accordance with group policies, procedures and service aims. This will provide the opportunity to provide meaningful and rewarding work.

Your responsibilities: Job Description

- Work together with internal and external stakeholders to ensure vulnerable residents are provided with and maintain a safe, supportive environment, encouraging independent living.
- Provide effective incident and risk management systems, training staff to respond, prevent and deescalate incidents, reporting when necessary.
- To ensure that the building is welcoming and safe, is maintained to a high standard and can give an assurance of the implementation of PRHA's Health and Safety policies at all times.
- Uphold PRHA's commitment to Equality of Opportunity, managing Diversity and ensuring every staff and resident can contribute to how the service meets their needs.
- Utilising best practice and innovation to create opportunities for engagement, improving health and social wellbeing for staff and residents.
- Follow PRHA's Risk Management Policy and Procedure to support the management of crisis situations.
- Ensure the up-to-date assessments, support plans, risk assessments, and multi-agency risk management plans are in place and regularly reviewed
- Manage a team of staff members, ensuring they are supervised, trained, coached and supported to be competent and effective.
- Participate in stakeholder meetings, developing professional relationships with internal and external partners and stakeholders, such as: HOST, VACT, Safer Neighbourhoods team, Probation, Health, Social care and Substance Misuse agencies.
- To sustain liaison arrangements with police, neighbours, Safer Neighbourhoods teams and local businesses.
- Respond to out-of-hours emergencies as part of the on-call management rota, alongside other required duties when necessary.
- Support PRHA with staff recruitment including candidate shortlisting, developing interview questions, and arranging and conducting interviews.
- Support PRHA by conducting investigations in to resident complaints and/or allegations of staff misconduct.

Your background: Person Specification

- Experience of achieving outcomes that enhance the lives of vulnerable groups.
- Understanding and assuring compliance of all Health and Safety Policies and Procedures.
- Knowledge of staff management, including supervision, coaching negotiation skills, capability and disciplinary procedures.
- Understanding employment law and good practice in recruitment and retention.
- Ability to identify key strengths, and generate opportunities for service improvement and staff development
- Ability to respond and support your team to respond to emergencies and challenging behaviour in a safe way.
- Knowledge of delivering a Psychologically Informed Environment (PIE).
- Ability to collate and demonstrate evidence for internal & external monitoring reports, complaint resolution and staff & resident involvement.
- Ability to implement policies and procedures, standing orders and financial regulations
- Knowledge to provide support when residents are at risk, understanding Safety legislation and ability to embed systems and undertake risk assessments.
- A commitment to Qualitative Improvement, Improving both the outcomes and wellbeing with the service.

**Reviewed
By:**

Mary Kneafsey
Simon Harold

Date:

27/09/2026

Approved By:	--Mary Kneafsey	Date:	27/09/2026
Last Updated By:	--	Date/Time:	2024

Need more information?

Visit our website <https://prha.net/> for more information.