

EFFECTIVELY MANAGING YOUR CONTRACTORS

LIVE ONLINE | 13TH MARCH 2025



This half-day information filled training session is aimed at colleagues operating within the social housing sector at any level and offers a good level of non-technical awareness training of contractors and their management within the remits of your own organisation.

Covering all aspects of managing contractors and their performance, including how to deal with and address poor communication and performance; this session aims to give colleagues the confidence to identify and act upon situations that they may encounter when dealing with externally appointed contractors who are working on behalf of the organisation.

This training is designed for those who oversee or interact with contractors who deliver services on behalf of the organisation and who may communicate directly with the appointed contractors.

This training session provides all of the information you need to effectively manage externally appointed contractors who deliver essential services on behalf of your organisation.

It provides a good level of non-technical awareness training. It is delivered by our specialist associate and provides the following:

- Why managing contractors is important
- Setting out the employer/landlord/client legal obligations
- How to select suitable contractors (scope and specifications)
- How to effectively supervise and review contractor work
- Effective contractor management processes (Reporting/Meetings/KPI's)
- How to communicate and coordinate with contractors and what information you should share with one another
- Dealing with contractors (Poor communication, performance, paperwork)
- Taking action where necessary – poor performing contractors (Service improvement, monitoring, management, controls, alternative avenues of delivery)
- Getting 'back on track' and owning contractor management (Re-establishing formal meetings, performance issues and SMART actions, expert support)
- What can go wrong if we don't effectively manage contractors?
- So, what does good look like when managing contractors?

Venue: Live Online

Dates: 13th March 2025

Approximate timings: 9:30am - 1:00pm

Price: £99 + VAT* per delegate per delegate including handouts and an attendance certificate

*£89 + VAT for members of the Social Housing Safety Network Scotland

For more information and to book your place, please visit <https://www.hhsc-learning.com/>

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