



Hexagon

Commercial Assurance Manager (Property Services)

Recruitment Pack
October 2026



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Welcome letter

October 2026

Dear Candidate

Commercial Assurance Manager (Property Services)

Thank you for your interest in working for Hexagon Housing Association.

If you require a copy of this document in an alternative format please contact us on the details below.

As a provider of high-quality housing and care services, we believe it is important to recruit talented individuals who share our vision to be the provider of choice.

We know that attracting and keeping the best people is the most effective way to build a successful business, so we are committed to investing in you and your future, offering a competitive remuneration package and providing extensive learning and development opportunities throughout your career.

This pack gives background information on Hexagon and the role you are applying for. Please make sure your application reaches us by **Sunday 25th October**.

You will be contacted within ten working days of the closing date if you have been shortlisted. If we do not contact you, then please assume that you have been unsuccessful on this occasion.

Please note we do not accept CVs. Applicants must fully complete our online application form.

Good luck!

Hexagon Human Resources

Tel: 0208 768 7941

Email: recruitment@hexagon.org.uk

Web: www.hexagon.org.uk/careers

About Us

Hexagon Housing Association owns and manages approximately 4200 homes in south-east London and Kent. Most of our stock is general needs housing but our portfolio of shared ownership and leasehold housing is growing. We also have over 300 homes in Supported Housing schemes, about two thirds of which we manage ourselves and one third is managed by Supported Housing agencies. Co-operative managing agents manage about 300 of our general needs rented homes.

Our partner boroughs are Southwark, Lewisham, Greenwich, Bexley and Croydon, with a small number of homes in Bromley and Kent. We are building new homes for rent and shared ownership, currently mostly in Southwark, Croydon and Bexley. Our shared ownership and leasehold portfolio is expanding and is expected to continue to grow in the future.

Our homes include all types ranging from modern purpose-built blocks of flats, through to Victorian houses converted into flats and houses. We do not manage any large estates – our biggest single estate is 100 flats – but we do manage a number of small estates and blocks.

As an organisation, we are concerned with people, their homes and communities. We make good quality, affordable housing and services available to people in South London, and work to extend opportunities and improve the neighbourhoods they live in.

Like all housing associations, Hexagon is a not-for-profit organisation and is regulated by the Regulator of Social Housing (RSH).

Hexagon currently employs 120 staff. We recognise the importance of making Hexagon a great place to work and are committed to continuously improving staff engagement. We are a certified Great Place to Work organisation with IIP Gold. All of our staff are based at our office in Sydenham SE26 and although the office will be your place of work, our expectation is that office and home working is blended to ensure that it works for both staff and the organisation.

Our values are designed to enable us to:-

Put our **C**ustomers at the heart of what we do

Appreciate difference

Be **R**esponsible (and accountable)

Empower our people



The Team

Our Property Services are probably the most important services that Hexagon provides. In addition to the Stock Improvement service, the Repairs service is one of the main services by which our residents judge us, and as an organisation, we are absolutely determined to provide an excellent service to all our customers.

The new Commercial Assurance Manager will have primary responsibility for the robust commercial management of repairs and planned works contracts, including cost planning, budget monitoring, forecasting, valuations, payment applications, variations, final accounts, recharges and cost recovery. The post holder will report to the Head of Property & Building Safety in delivering these objectives.

The most important, and interesting challenges for this post, include the following:

1. Providing robust commercial management of repairs and planned works contracts, including valuations, payment applications, variations, final accounts and the monitoring of contractor commercial performance.
2. Monitoring expenditure against approved budgets, preparing forecasts and commercial reports, and identifying cost pressures, risks, savings and opportunities to improve value for money and driving up resident satisfaction with the repairs service.
3. Validating contractor invoices and applications for payment against completed works, contract terms and agreed schedules of rates, while managing commercial queries, contractual claims, recharges and cost recovery with a clear audit trail.
4. Working with surveyors to complete targeted pre and post inspections using inspection evidence to validate completed works, costs and variations, ensuring contractor payments comply with contract terms and demonstrate value for money, while supporting procurement, tender evaluation and contract mobilisation activities.

This is an important role within Hexagon, and the post holder will be encouraged to assist Head of Property & Building Safety in driving forward property services to higher levels of customer service and performance.

Our office

All staff are based at our office in Sydenham, London SE26. Our office will be your place of work, although we work in a hybrid way and our expectation is that office attendance will be a minimum of 2 days per week.

Resident Involvement and Community Investment

Hexagon has a good reputation for involving our residents in the management of their homes; the work is co-ordinated by our Resident Involvement team.

We also have a Community Investment team delivering employment support, money advice and community investment activities and although both these teams report to the Head of Housing Services, they work closely with Neighbourhood & Estate Services to engage with our residents.

Hexagon as an Employer

We recognise the importance of making Hexagon a great place to work and are committed to continuously improving colleague engagement.

Job Description

Job title: Commercial Assurance Manager (Property Services)

Responsible to: Head of Property & Building Safety

The role:

We are seeking a commercially strong, detail-focused Commercial Assurance Manager to lead robust cost control across Hexagon's repairs, maintenance, compliance, planned investment, building safety and specialist property contracts.

The postholder will be expected to reduce avoidable expenditure, stop cost leakage and hold contractors to account where works, call outs, variations, materials, preliminaries or management costs are duplicated, triplicated, incorrectly charged or not supported by evidence, to provide independent commercial assurance across Property Services contracts and support continuous improvement through audit, data analysis and performance challenge.

The role sits at the heart of Property Services, Finance and Procurement, providing robust commercial oversight of contracts, supplier performance, expenditure, variations, recharges and cost recovery opportunities. The postholder will use data, financial analysis and contract management expertise to identify efficiencies, reduce costs and improve commercial performance.

This is a hands-on commercial assurance role for someone who can interrogate contractor submissions line by line, compare charges against orders, schedules of rates, specifications, job history and previous payments, and challenge poor practice before Hexagon pays.

A key element of the role is ensuring that Hexagon receives the full benefit of its contractual arrangements through robust challenge, commercial negotiation, invoice verification, recharge recovery and effective contract administration.

Purpose:

- To lead the commercial management of Hexagon's repairs, maintenance, compliance, planned works and specialist property contracts.
- To ensure effective control, monitoring and challenge of contractor expenditure, protecting Hexagon's financial interests at all times.
- To maximise value for money by identifying efficiencies, reducing costs and driving continuous commercial improvement across all property services.

- To lead the recovery of contractor recharges, warranty claims, latent defect claims and other recoverable expenditure.
- To create a clear audit trail showing where costs have been reduced, disallowed, recovered or avoided through effective commercial scrutiny.
- To provide commercial advice, financial insight and contract challenge to support informed decision making across Property Services.
- To develop robust commercial governance arrangements that ensure compliance, transparency and accountability.
- To support effective procurement, contract mobilisation and contract management arrangements across the organisation.
- To provide assurance to senior management that contract expenditure, variations and financial commitments are effectively controlled and represent value for money.

Principle Accountabilities:

1. Commercial Management

- Lead commercial oversight of repairs, maintenance, compliance, planned investment and specialist service contracts.
- Review and challenge contractor quotations, schedules, rates, cost submissions and financial claims.
- Verify contractor invoices and valuations, ensuring expenditure is accurate, justified and contractually compliant prior to payment.
- Carry out line-by-line invoice checks to identify duplicated works, repeated call-out charges, overlapping preliminaries, inflated quantities, unsupported variations and charges already paid under another order or contract.
- Monitor contract spend against approved budgets and identify opportunities for efficiencies and savings.
- Develop cost forecasting, budget monitoring and financial reporting arrangements across property services.
- Benchmark costs against framework rates, market intelligence and sector comparators to ensure value for money.
- Use job history, asset data, repair records and contractor performance information to identify repeat attendances, unnecessary reworks, aborted visits and patterns of avoidable cost.
- Undertake periodic commercial assurance reviews to identify cost leakage, commercial risks and opportunities for improved value for money.

2. Contract Management

- Support managers in the effective administration and management of contracts.
- Lead the commercial aspects of contract review meetings and performance discussions.

- Monitor commercial performance against contractual KPIs, service credits, deductions and performance mechanisms
- Ensure contract variations, compensation events and change requests are appropriately assessed, challenged and authorised.
- Undertake periodic audits and assurance reviews of contractor records, invoices, valuations, schedules and supporting evidence.
- Support dispute resolution processes and commercial negotiations with contractors and suppliers.
- Review contractual compliance and ensure contractors deliver services in accordance with contractual obligations.
- Maintain effective commercial governance, documentation and audit trails.
- Establish clear controls for approving variations, avoiding retrospective cost claims and ensuring contractors provide sufficient evidence before additional payment is considered.

3. Cost Recovery, Recharges and Financial Protection

- Lead the identification and recovery of contractor recharges and recoverable costs.
- Pursue warranty claims, latent defect claims and third-party recoveries where appropriate.
- Identify opportunities to recover costs arising from contractor failures, defects liability periods, warranties, insurance claims and third-party damage.
- Challenge contractor failure costs and ensure that Hexagon is compensated where contractual obligations have not been met.
- Develop and maintain systems for monitoring potential recharge opportunities and recovery performance.
- Work alongside operational teams to ensure all contractor performance failures are appropriately evidenced and actioned.
- Track disallowed costs, negotiated reductions, recovered sums and avoided expenditure, reporting these as measurable commercial savings.

4. Financial Analysis and Reporting

- Produce commercial performance reports, dashboards and analysis for managers and senior leaders.
- Analyse expenditure trends, contractor performance, cost variations and financial risks.
- Interrogate operational, financial and compliance data sets to identify trends, anomalies, duplicate costs, repeat visits, contractor underperformance and opportunities for commercial improvement.
- Provide clear recommendations to improve value for money and commercial performance.
- Support budget setting, financial planning and long-term business forecasting.
- Develop management information that supports informed decision-making.

5. Procurement and Business Improvement

- Support procurement exercises, tender evaluations and contract mobilisation activities.
- Review tender submissions and pricing structures to ensure best value outcomes.
- Contribute to the development of business cases and option appraisals.
- Support the implementation of audit recommendations and commercial improvement initiatives.
- Develop and improve commercial processes, controls and performance reporting arrangements.

6. Stakeholder Management

- Work closely with Finance, Procurement, Internal Audit and Property Services teams to strengthen commercial controls and ensure robust financial governance arrangements are in place.
- Build effective relationships with contractors, suppliers and external partners.
- Provide commercial advice and support to managers and budget holders.
- Present commercial information and recommendations to senior management when required.

General

- Act at all times in accordance with Hexagon's policies, procedures and values.
- Maintain high standards of integrity, confidentiality and professional conduct.
- Take responsibility for personal development and maintain professional knowledge of commercial, procurement and contract management best practice.
- Participate in training, supervision, appraisals and team meetings as required.
- Support organisational improvement initiatives and contribute to a culture of continuous improvement.
- Undertake any other duties commensurate with the grade and responsibilities of the post.

Key Success Measures

- Reduction in contractor expenditure and cost leakage.
- Value of commercial savings, cost avoidance and recoveries achieved against annual targets.
- Value of costs challenged, avoided, reduced or recovered
- Increased recovery of recharges, warranty claims and latent defect costs
- Accurate financial forecasting and budget management.
- Improved contractor accountability and performance.
- Improved commercial governance and contract compliance.

- Demonstrable value for money savings delivered year-on-year.
- Robust audit trails and compliance with internal controls.

Notes

1. All tasks within this job description may be carried out on behalf of Hexagon Housing Association Ltd, its subsidiaries and any associated organisations.
2. This Job Description does not form part of the post holder's contract. This job description may be periodically reviewed to take account of changing demands. The post holder will be consulted before amendments to this job description are made.

Person Specification – Job Vacancy

Skills Required	Level
Skills/Knowledge/Abilities	Essential • Significant commercial/QS/Contract Management experience. • Proven ability to interrogate invoices and identify overpayments. • Experience challenging contractor costs. • Understanding of social housing cost drivers. • Commercial and financial acumen. • Ability to challenge unsupported claims. • Excel and data analysis skills (able to analyse large datasets and identify savings). • Highly literate with excellence professional and customer focused communication skills. • Social housing or contractor experience. • Knowledge of NHF Schedule of Rates, NEC, JCT or Term Maintenance Contracts. • Experience recovering contractor recharges, latent defect claims, warranty claims or insurance recoveries. • Full Driving Licence and access to a vehicle for work. • Ability to work flexibly to meet business needs, including occasional attendance outside normal working hours where required. Desirable • Power BI or similar business intelligence tools experience.
Personal Qualities	Essential • Team player with a positive 'can do' attitude. • Customer focused. • Approachable and responsive. • Acts with integrity, transparency and able to build high levels of trust.

Qualifications**Essential**

- Relevant professional or degree level qualification or significant relevant experience.

You will only be short-listed from the details written on the application form if you meet all of the criteria ranked as Essential.

Our Culture Web and CARE Behaviours

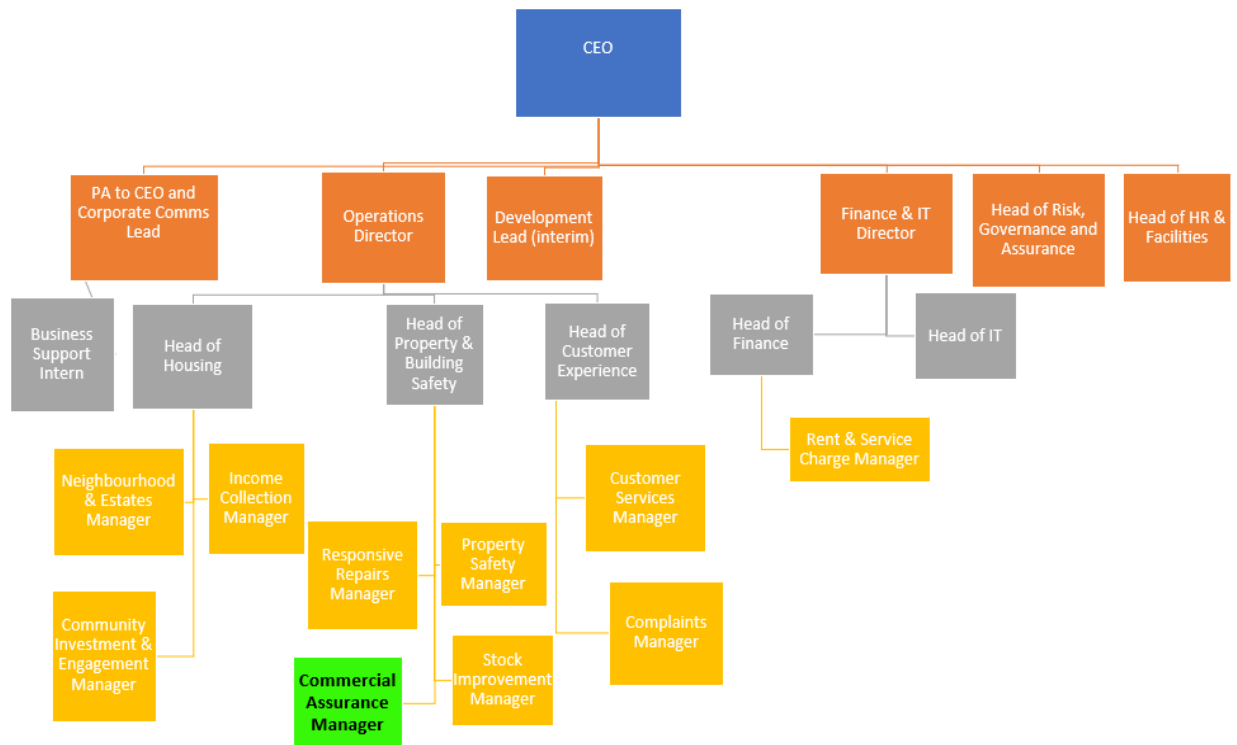


Cultural Behaviours Matrix

Values	Customers at the heart	Appreciating difference	Responsible & accountable	Empowering people
All staff	- Be polite - Keep your promises - Communicate updates regularly - Listen and show empathy - Be solution focused with a 'can do' attitude - Ask and act on feedback from customers	- Seek to understand difference - Treat people as individuals - Be self-aware of own bias - Be non-judgemental - Be respectful	- Don't blame, just explain - Don't pass the buck - Acknowledge and follow up emails/queries within agreed times - Keep calendar presence up to date - Respect others' time	- Share skills and good practice - Collaborate and work as a team - Attend job/person centred training - Be trusting and trustworthy - Be constructive - Ask for what you need to do your job
Managers	- Embed the CATH principles - Take ownership for customer experience - Learn from customer feedback - Listen and take action	- Be aware of individual staff traits - Respect different ways of working - Be flexible in setting objectives - Be fair and equitable to all team members	- Listen to staff and explain when making changes - Set intelligent SMART objectives - Recognise achievements - Be consistent - Be results focused - Put policies/procedures in place and make sure they are followed	- Promote ongoing learning for team members - Set clear priorities and expectations - Be supportive and flexible - Step in with support when resolution is needed
Directors	- Consider the impact of decisions on customers - Be seen to be listening - Be close to the 'frontline' - Be strategic, seeing the bigger picture - Guide change	- Be a champion and voice of diversity - Be accessible and approachable - Be fair in conflict resolution - Set a positive performance management framework that recognises difference	- Set realistic but stretching objectives - Be visible and interact with staff/residents - Be honest and transparent - Be open to constructive feedback	- Set clear direction and delegate - Lead by example - Get to know and value your people - Provide recognition

Organisation Chart

MANAGEMENT TEAM



Principal terms and conditions

(For information purposes only)

Working for Hexagon

We pride ourselves on providing a working environment which allows people to enjoy what they do, develop their skills and fulfil their potential. We are accredited by Investors in People with Gold status, demonstrating our commitment to the development of our staff. We offer excellent conditions of employment, and training programmes.

1. Position

Commercial Assurance Manager (Property Services)

2. Remuneration

£71,320 + Essential Car User Allowance

3. Our generous range of benefits includes:

Core Benefits

- Defined Contribution Pension scheme.
- Career break scheme.
- Excellent Employee Assistance Programme (EAP)

Work life balance

- Hybrid Working/TOIL.
- Maternity, paternity & shared parental leave.
- Adoption Leave.
- Carers Leave.

Other Benefits

- Salary Sacrifice – Gym Membership Scheme.
- Salary Sacrifice – Car Leasing Scheme.
- Salary Sacrifice – Computer Scheme
- Season Ticket Loan
- Cycle 2 Work Scheme
- Private Medical Insurance

Rewarding our staff

- A comprehensive corporate training and development plan.
- Fully comprehensive induction and training for all employees.
- Staff Excellence Awards.
- Social Events.

4. Annual Leave

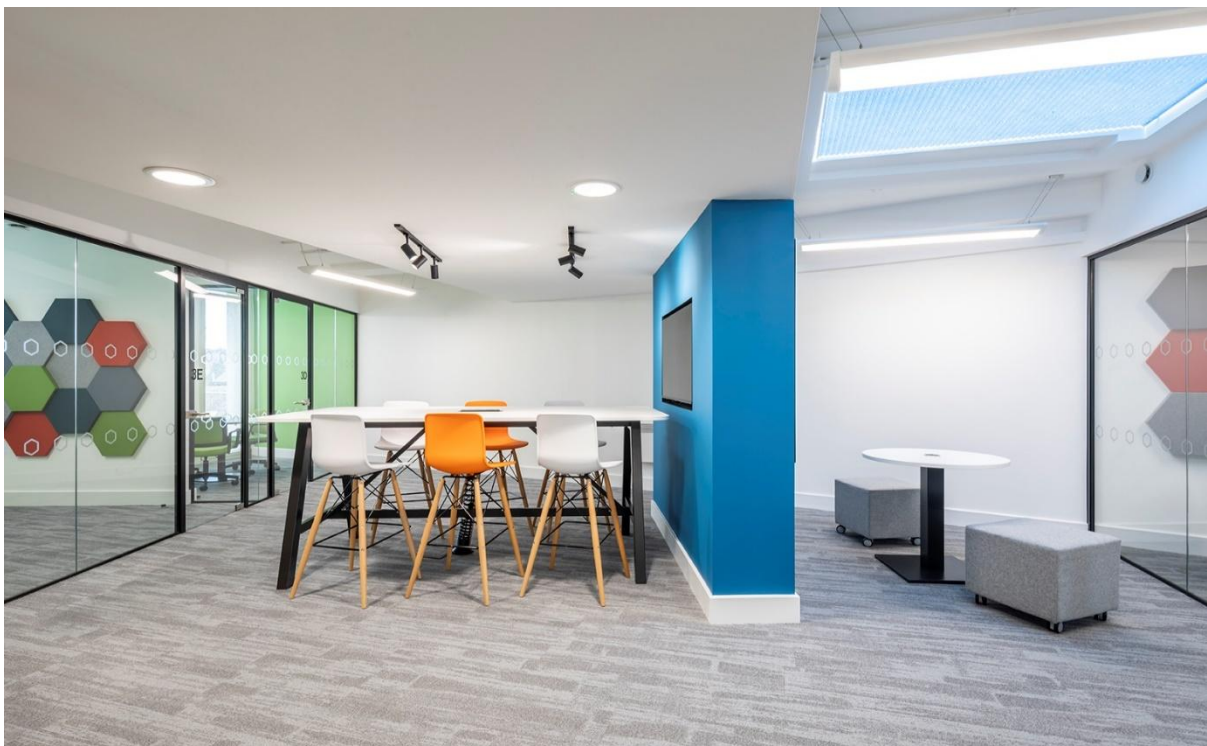
26 days plus 8 public holidays increasing by 1 day per annum up to 31 days.

5. Location

Your normal place of work will be our head office at 130-136 Sydenham Road Sydenham, London SE26 5JY. Arrangements for Hybrid Working (office/home) will be discussed with the successful candidate.

6. Working hours

Full time – 35 hours per week



A workspace at our Sydenham Road Office

The Advertisement

Commercial Assurance Manager (Property Services)

£71,320 + Essential Car User Allowance

Full-time – 35 hours per week

South East London - Hybrid

Hexagon is an innovative and responsive housing association working in partnership with a range of local authorities to meet housing needs across Southeast London. With a turnover of £40m, 120 staff and over 4,000 homes, Hexagon is continually improving the quality and range of our affordable homes and services.

As an organisation we are concerned with people, their homes, and communities. We make good quality, affordable housing, and services available to people in the local areas we serve, and work to extend opportunities and improve the neighbourhoods they live in. We are seeking a commercially strong, detail focused Commercial Assurance Manager to lead robust cost control over Hexagon's repairs, maintenance, compliance, planned investment, building safety and specialist property contracts. You will also provide independent commercial assurance across Property Services contracts and support continuous improvement through audit, data analysis and performance challenge.

The role sits at the heart of Property Services providing robust commercial oversight of contracts, supplier performance, expenditure, variations, recharges and cost recovery opportunities. You will use data, financial analysis and contract management expertise to identify efficiencies, reduce costs and improve commercial performance.

This is a hands-on commercial assurance role for someone who can interrogate contractor submissions line by line, compare charges against orders, schedules of rates, specifications, job history and previous payments, and challenge poor practice before Hexagon pays.

Our ideal candidate will have:

- Significant commercial/QS/Contract Management experience
- Relevant professional or degree level qualification or significant relevant work experience
- Proven ability to interrogate invoices and identify overpayments
- Experience challenging contractor costs
- Understanding of social housing cost drivers
- Excel and data analysis skills
- Social Housing or contractor experience
- Knowledge of NHF Schedule of Rates, NEC, JCT or Term Maintenance Contracts.
- Experience recovering contractor recharges, latent defect claims, warranty claims or insurance recoveries.
- Excellent professional and customer focused communication skills
- A commitment to providing a high standard of customer service with a positive 'can do' attitude.
- Full driving licence and access to a vehicle.

This role presents a brilliant opportunity to further your career with a dynamic Great Place to Work accredited company with IIP Gold that is committed to employee engagement, values its staff and provides a work environment that is built on flexibility, empowerment, and a commitment to support you to be the best that you possibly can. If you want to work with a fantastic team and feel proud of the contribution that you make each day, then we very much want to hear from you.

We will offer you training and supervision to support your continued professional development, and an excellent package including private medical insurance, pension scheme with 3 x salary life assurance, flexible hybrid working (minimum expectation is 2 days per week office based), and 26 days annual leave rising one day per year to 31 days.

Closing Date: Sunday 25th October 2026

Interviews will be held in person on Wednesday 4th November 2026

We are committed to building a diverse workforce and making Hexagon an inclusive place to work where everyone can be themselves and feel valued for their contribution.

Accessibility and Adjustments

We are committed to providing reasonable adjustments throughout the recruitment process to ensure inclusivity. If you have any specific requirements, please contact recruitment@hexagon.org.uk

Key dates and the selection process

Closing date:	Please make sure your application is submitted by Sunday 25th October
Shortlisting:	Wednesday 28th October
Interviews:	Will be held face-to-face at our offices in Sydenham SE26 on Wednesday 4th November With Panel members: - Head of HR & Facilities - Head of Property & Building Safety



Hexagon Housing Association Ltd

We're Great Place to Work-Certified™!

94%

of our employees said that when you join the company, you are made to feel welcome

Source: 2024 Great Place To Work Trust Index® Survey