

JOB DESCRIPTION

JOB TITLE:	Contract Manager
LOCATION:	London.
REPORTING TO:	Operations Manager
DIRECT REPORTS:	Supervisor / Engineers

OUR VALUES AND BEHAVIOURS

Respect - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

Collaboration - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

Integrity - This is about being honest, reliable and trustworthy and always delivering on promises.

Innovation - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.

Excellence - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

Trust - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

OVERVIEW OF JOB DESCRIPTION

Main Purpose of Role

As a self-motivated individual you will work to ensure the full delivery of all Customer Contracts within contractual guidelines and to manage effectively the management and engineering team, through target driven performance requirements, structured review meetings and to work closely with customer to provide overall efficiencies and profitability with no aged debt and a strong management and understanding of WIP and Compliance . You will foster strong customer relationships, with a focus on the customers compliance and key deliverables as guided by your direct line manager who will provide support as and when required.

Key Accountabilities

- Exceptional customer relationship skills
- Effective, ongoing and structured management of the contract management team
- Ongoing Health and Safety reviews across contract portfolio
- Review permits and ensure contractors comply with high risk works.
- Leadership ability and understanding of project management
- Duty Management Cover.
- Regular reviews with supervisors and engineering staff to ensure full compliance at all times

- Strong communicator across all aspects of the business
- Effective negotiating skills
- Monthly Contract Report – performance of contract portfolio
- Maintaining PPM compliance and updating of ABM and Customer Logbooks
- Oversee the implementation of the PPM schedule and updating Logbooks and KSC information as required.
- Analytical reporting of contract performance
- The production of an annual business plan for the following year which should be delivered by April 1st each preceding year and should encompass but not be limited to, KPI setting, a new technology/equipment and recommendations, efficiency proposals, upcoming legislative changes, customer service initiatives and an energy and environmental plan.
- Planning and organisation skills
- Strong aptitude for Sales and Marketing techniques
- Regular performance and target reviews of engineering team
- Appraisals of engineering team
- Holding and execution of Disciplinary hearings
- Financial acumen – Full P&L responsibility for your contracts
- Development of new business opportunities
- Support to your line manager

Person Specification:

Essential

- Proven successful working relationships with high end service providers
- Self-motivated
- Strong Understanding of Technical Compliance
- Excellent knowledge of Excel and IT programmes
- P&L accountability for all contracts
- Commercial awareness
- Strong communicator
- IT Skills – Intermediate / Advanced level

Academic Requirement

Electrical or mechanical qualification at NVQ / C&G level.

Desirable Skills

Technical background and qualification in M&E Industry.

HEALTH & SAFETY RESPONSIBILITIES

- Follow Group and company policies and procedures at all times;
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment;
- Use all work equipment and personal PPE properly and in accordance with training received;
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system;

NOTE

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.