

## JOB DESCRIPTION

**JOB TITLE:** Contract Manager

**LOCATION:** Silverburn Shopping Centre, Glasgow

**REPORTING TO:** Account Manager

### 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

As a proactive and self-motivated individual you will work to ensure the full delivery of all Customer Contracts within contractual guidelines and to manage effectively the engineering team, through target driven performance requirements, structured review meetings and to work closely with the Service Delivery Manager and Technical Services Coordinator to provide overall efficiencies and profitability with no aged debt and a strong management and understanding of WIP. As an excellent communicator you will foster strong customer relationships through existing and new business opportunities and be guided by your direct line manager to provide support as and when required.

To provide operational, financial and commercial management of Silverburn and to develop further business opportunities and revenue within the portfolio. You will build on customer relationships and develop your team to provide outstanding customer service. This role will require strong people management skills with the majority of time working alongside your team and contractors. To endorse the ABM and Hammerson brands and uphold the company image at all times.

### Main Duties & Responsibilities:

- Ensure all ABM and Client Health and Safety Policies and procedures are adhered to, referring conflicts to the Account Manager where necessary.
- Update asset lists, schedules and instruction sets on the computerised maintenance management system.

- Ensure that you plan the labour, schedule the tasks and ensure the effective completion of the PPM & reactive works both direct & sub-contractors.
- Ensure all reactive calls are logged and closed on the CAFM system, utilising engineers and administration staff as required.
- Work to agreed quality systems, ensuring preventative and remedial actions are taken where necessary as laid down in the quality manual.
- Provide technical support to team
- Contribute to the appraisal of staff and suppliers
- Identify cost effective good working practice on site, including spares holding, bulk replacements, refurbishments, alternative suppliers and maintenance regimes
- Ensure best purchasing practise using the company's nominated suppliers.
- Ensure that Risk Assessments, COSHH records and safe methods of work records are held on site.
- Ensure that records are maintained in compliance with local and national legislation.
- Support Account Manager and Service Delivery Manager in all internal and external audits that are undertaken.
- Ensure that the work schedules and subcontractor onsite works are regularly reviewed to ensure best value for money and efficient delivery of services to our client requirements.
- Ensure that the correct staff and efficiency levels are maintained on site
- Ensure that administration procedures and records are maintained in line with company policy and appropriate industry associations e.g. ISO 9001.
- Identify cost effective good working practice on site, including spares holding, bulk replacements, refurbishments, alternative suppliers and maintenance regimes
- Exceptional customer relationship skills
- Effective, ongoing and structured management of the contract management team
- Ongoing Health and Safety reviews across contract portfolio
- Leadership ability and understanding of project management
- 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
- Analytical reporting of portfolio contract performance
- 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
- Development of new business opportunities
- Support to your line manager and Service Delivery Manager

## **Person Specification:**

### **Essential**

- Proven successful working relationships with high end service providers
- Self-motivated and proactive
- Evidence of high quality experience in Building Services along with an understanding of Operational and Maintenance activities
- Time served apprenticeship or relevant experience
- C&G/NVQ in mechanical or electrical discipline or relevant experience
- IOSH Managing Safely minimum qualification
- Advanced knowledge of Building Management Systems
- Sound level of administration and organisational skills
- Proven successful working relationships with high end service providers
- Self-motivated
- Excellent knowledge of Excel and IT programmes
- P&L accountability for contract
- Commercial awareness
- Strong communicator
- IT Skills – Intermediate / Advanced level

### **Desirable**

- NEBOSH General Certificate
- NEBOSH Fire Certificate
- Experience of working with a Shopping Centre/retail environment

## **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.

***Please note that ABM are an equal opportunities employer, we do not discriminate and welcome all responses.***