

JOB DESCRIPTION

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

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. You will foster strong customer relationships through existing and new business opportunities and work and be guided by your direct line manager to 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
- 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
- Financial acumen – Full P&L responsibility for your contracts
- Development of new business opportunities
- Support to your line manager

ESSENTIAL COMPETENCIES:

- Proven successful working relationships with high end service providers
- Self-motivated
- 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.