

JOB DESCRIPTION & PERSON SPECIFICATION

Contract Manager

Responsible to: Office Manager / Managing Director

Experience

A Minimum of Three Years Contract / Project Management Experience preferably gained in the Public Sector.
Qualifications commensurate with the post
Good Communication Skills
IT Literate

Responsible For: Team of Designated Engineers, the Complete Running of Contract(s)

Job Purpose:

To manage the effective day to day management of contract(s) from inception to final account settlement.

To provide the highest level of customer care and promote a good external perception of the company at all times.

Main Duties and Responsibilities:

- Oversee the day to day contract management of the repairs and maintenance service delivery.
- To develop a collaborative working relationship with clients to promote excellent customer service
- To ensure repairs & maintenance services are delivered in line with the contract agreements
- To ensure Key Performance Indicators are audited and analyzed to achieve set targets.
- Proactively monitor expenditure and report to line manager regularly with summary of expenditure
- Regularly review contract management working methods, systems and procedures to identify opportunities for improvements and/or efficiencies
- Commit to the active involvement with clients in the specifying and delivery of works before, during and after the completion of the works.
- Obtain feedback from clients on a regular basis regarding their views on the engineer's activity and delivery of works. Take action as necessary on both positive & negative feedback.
- To lead, direct and support your team of designated engineers to ensure that the highest professional standards are achieved and projects are delivered on time.
- To communicate with the client in person and in writing the Company's commitment to reaching a first class service delivery.
- To take responsibility for the procurement of materials pertaining to your designated contract(s)
- In all aspects of the company's work, to promote effective communications., excellence in customer service, a focus on continuous improvement and a proactive approach to all best practices and legal & compliance matters
- Ensure accurate invoices are raised on a weekly basis for each contract responsible for
- Authorize and check Engineer's timesheets by Tuesday AM weekly
- Manage the recruitment of engineers with prior agreement from Managing Director and comply with recruitment procedure
- Carry out 1-2-1's and set objectives geared towards annual appraisals
- Manage, promote and supervise the company's Health and Safety and Environmental policy and inform the Managing Director of any breach to company Health and Safety policy.
- Promote and supervise the company's policies for; equal opportunities, quality assurance and environmental responsibility.
- Carry out any reasonable request of Senior Management to aid delivery of service

Signed:

Dated:
