



## Job Description

**Job Title** **Contracts Manager – Contract Services**

Name of Job Holder

**Job Purpose:** To oversee the contract service & aftercare division as the senior-level professional responsible for the management of personnel within the department. Provide strategic leadership to the department and grow business by building client relationships and maintaining current relationships.

Reporting Line: Director of Prime

**Subordinates:** Aftercare/contract services team members

**Specific Duties and Responsibilities:**

- Oversee and be responsible for the operations of the department.
- Lead the aftercare and contract services division, including management of internal team, service, coordination, field technicians & subcontractors
- Develop and implement timely resolutions to customer issues.
- Act as the primary contact for client escalation.
- Recruit & maintain company staff and team members.
- Allocate work within the department and ensure accountability for work.
- Promote a team ethos and accountability culture within the sector.
- Oversee and implement timely response to clients and workload.
- Oversee department performance and growth.
- Lead expansion of the department.
- Implement measurable goals for internal staff to take accountability for.
- Be accountable for operating procedures.
- Identify shortfall or failure in implementing rectification procedures.
- Have responsibility to review overall systems and processes to maximise efficiency of operations & client growth, including any implementation of any new systems and processes to achieve this.
- Have responsibility for software suitable for the department's needs.
- Accurately report the department to the Prime Directors.
- Have ownership of profit and loss for the department.
- Have overall responsibility for the growth of the department, new client development / internal development.
- Have overall responsibility for maintaining current client relationships.
- Oversee site scoping, survey and costing existing and new client opportunities.
- Ensure that all works are carried out in compliance with company standards, contractual requirements, and safety regulations
- Clearly communicate with both internal and external resources.

- Host regular team meetings and build a real team environment.
- Ensure ongoing team training is being carried out and correct methods are being used, including Health and Safety.
- Completion of monthly client report(s) where required and/or attending client reviews.
- Allocate necessary resources to ensure correct level of resource and skills set are in place.
- Monitor performance against internal (ESG) and external (client) KPI's and SLA's and implement strategies to ensure compliance.
- Ensure that client-specific procedures and processes are understood and followed by own team members and supply chain.
- Meet regularly with the client's key stakeholders and representatives.
- Increase work volume with existing clients.
- Lead internal performance management.
- Lead client engagement.
- Oversee & produce monthly cost reports (working with the Commercial team resource)
- Oversee & Produce monthly KPI assessments.
- Oversee & Produce Monthly report for directors – covering operational and commercial information. –
- Perform any other tasks, duties and responsibilities appropriate to your position and any other reasonable duties specifically assigned to you.

#### **Key Competencies Required:**

- Excellent communication skills
- Professionalism.
- Operational efficiency.
- Strategic thinking.
- Decision making
- Resource management
- Planning & prioritising.
- Internal & external relationship development
- Analytical and rational thinking.
- Identifying root causes and recurring issues and resolution procedure to be put in place.
- Computer Competency.
- Client Service.
- Collaboration
- Continuous improvement mindset
- Conflict Resolution.
- Decision Making.
- Creating a team ethos.
- Promoting accountability.
- Evaluation Risk.
- Promoting positive procedures.
- Flexibility.
- Leadership.
- Management.
- Risk Management and Assessment.



**Main Contacts:**

External: Clients/End users/Consultants/Main contractors/Subcontractors

Internal: Directors / Contracts Managers / Operational Managers / Project Managers / Engineers / Supervisors  
/ Department Heads / Internal aftercare and contract service members.