

Job Code: Technical Contract Manager

Reporting To: Building Services Director

Purpose: To provide direction and authentic leadership to Pimlico District Heating Undertaking Internals Contract, championing a 'perfect delivery' service and KPIs including; delivering profitability in line with agreed budgets, S,H&E management, contract compliance and excellent customer and client relationships.

Value

KPIs

- Manage the day to day activity of direct reports in accordance with the MSPS Perfect Delivery model, ensuring that all business objectives are met within overall time, cost and budget constraints.
- Support the Building Services Director and City of Westminster in the achievement and delivery of annual and 5 year plans.
- Implement all our policies, Company and industry standards and initiatives and manage contractual compliancy across the PDHU contract.
- Collaborate with other Partnership Managers and Contract Managers and colleagues in the region to develop best practise and implement change.
- Ensure the management of the contract and work outputs exceed the agreed budget profiles.
- Turn ideas into innovation and motivate others to act on them.
- Lead on effective risk management and protect business reputation.
- Ensure staff and supply chain understand and utilise both client KPIs and our own to maximise value.

Deliver gross margin in accordance with your annual budget and personal profit target

Maximise contract cash through management of under value. Maintain debt and WIP levels within your personal target levels

Monthly applications are accurate and submitted in a timely manner identifying where appropriate budget variance relevant risks and correction plans

Demonstrate innovation and 'value added' initiatives leading to efficiencies or improved contract performance

Right First Time

KPIs

- Through a detailed understanding of operational, commercial and contractual KPIs ensure that your management team and front line staff understand the contract and structure and how they influence performance. Motivate them to exceed targets.
- Manage and maximise operational service delivery and productivity through business systems and process to achieve high levels of performance from embedded sub contractors.
- Promote a clear focus on quality assurance, service accessibility and responsiveness, maximising client involvement and feedback.
- Manage the MSi (management IT system) in accordance with company policy.
- Establish regular review team meetings across your project.
- Actively participate in regional reviews to demonstrate the performance of your project through completion and timely submission of required reports.
- Constantly review cost, risk, project and margin improvement plans.
- Oversee the completion of the month end reports ensuring their accuracy and timeliness.
- Constantly review Perfect Delivery performance across the contract.
- Fulfil the role of iMS champion for the contract and oversee the implementation and ongoing performance of both iMS and MSi systems and processes ensuring corrective action is completed following audits and ISO registration is maintained.
- Focus on 'Right First Time' delivery for each task on the project.
- Understand and implement solutions in line with the needs of the client and customer.

*Consistently delivery
95% conformance on
iMS collated measures*

*Report on variances to
agreed Perfect
Delivery measures*

*Contribute to the
successful
implementation of the
MSi system*

Role Description

Customer Recommended

KPIs

- Facilitate partnership working with your client and strategic partners.
 - Oversee the application of the Perfect Delivery principles particularly the development of the customer charter at the outset of the contract, monitoring your team's attainment of Perfect Delivery objectives and KPIs.
 - Review complaints and compliments to identify trends in service delivery. Develop and implement action plans to address any areas of customer dis-satisfaction.
- Agreed % on customer and client satisfaction data*
- Effective monitoring and handling of complaints*

People Promise

KPIs

- Be a role model for our 'People Promise' recognising the efforts and achievements of your team demonstrating the honesty and consistency expected of a leader.
 - Apply and continuously review line reports and subcontractors against our agreed capability matrices.
 - Ensure all staff are clear of their roles and responsibilities supporting the Building Services Director in completing the annual People and Succession Plans.
 - Oversee the attainment of targets for turnover, absence, promotion, diversity, etc.
 - Coach, mentor and motivate direct reports, ensuring development needs are identified and that the PDR process is consistently applied across all your staff without exception.
 - Work in conjunction with the HR Team to manage an effective employee relations climate.
 - Support improvement programmes to improve employee engagement
- Target an agreed absence rate*
- Reduce staff turnover to agreed target*
- 100% completion of PDRs*

Safe

KPIs

Role Description

- Lead on the implementation of HS&E strategy and management system
- Apply and review the HS&E policies. Monitor and control the management of the policy to ensure effective implementation.
- Continually review and refine objectives and performance, promoting opportunities for improvement.
- Ensure all staff are accountable for their HS&E responsibilities, reporting to the relevant Boards on achievement of KPIs.
- Ensure so far as reasonably practicable that adequate resources are provided to carry out all operations with due regard to HS&E and welfare including competent HSE advice.
- Manage subcontractors in regards HS & E requirements

Actively participate in the contract performance aware minimising non-conformances and maximising audits completed. Targeting 95% overall compliance

Actively improve environmental KPIs

Technical Skills and Knowledge

| | Safe | People Promise | Right First Time | Value | Recommended |
|--|------|----------------|------------------|-------|-------------|
| | | | | | |
| Leadership skills to lead & motivate a range of teams to delivery excellent services to customers in accordance with "Perfect Delivery". | | | | | |
| An understanding of budget management through effective cost control and driving value. | | | | | |
| Knowledge of responsive and planned mechanical maintenance services and industry best practices. | | | | | |
| Experience of establishing and maintaining effective client relationships | | | | | |
| Experience of developing teams. | | | | | |
| Able to communicate effectively, both verbally, in presentation and in writing, with wide range of people and groups. | | | | | |
| IOSH Accreditation for Managing Safely in Construction. Either qualified or course passed within 3 months of start date. | | | | | |
| Delivery of effective team talks. | | | | | |
| Understanding of key KPI drivers for performance, both ours and clients. | | | | | |
| Understanding of how to maximise project resources to improve productivity. | | | | | |
| A flexible, can do attitude driven by the service industry. | | | | | |

Basic Intermediate Advanced

Role Description

Understanding of MSi System or similar task management system.

Microsoft Office.

Contractual understanding and experience of administering a typical industry standard form of contract (TPC, PPC, JCT, MTC, NEC MTC, etc.)

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