## Manager – level 1

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| **Generic title** | Senior Manager - 2 |
| **General Description** | People at this level will manage a function, a number of managers or an income stream.  In operations they will manage multidisciplinary construction projects or medium sized sites and their associated activities from conception through to completion, delivering work that meets project requirements, customer satisfaction and in accordance with Morgan Sindall standards. They will play a major role in ensuring Health, Safety and Environmental Policies are delivered.  In commercial they will manage contracts and may lead on a framework, project, special works or design. |

## Competencies

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| **Achieving Results** | Capacity to set goals for self and others  Proactively identifies and pursues new stretching targets and opportunities  High levels of personal drive and commitment  Adds value beyond doing the job  Focuses well on personal development goals |
| **Analytical thinking and decision making** | Considered analysis of all available data to arrive at viable options  Organising information to identify the key issues and to plan appropriately |
| **Communication** | Ability to adapt one's style to the message and audience so people understand what you want  Connect with people in all levels of the business |
| **Dealing with change** | See potential of new ideas and situations  Takes a pragmatic approach to change  Considers impact of change on others as well as self  Ability to explain the effects to colleagues |
| **Teamwork** | Develop inter-team collaboration inside and outside company  Understand the role of a team and how it delivers the objectives  Can adapt to different types of teams in most situations  Takes a cohesive and encouraging approach to team working |
| **Leadership** | Ability to take control of situations with one's sphere of influence  Assume responsibility - organising and guiding where necessary |
| **Managing resources** | Create a resource plan for an unfamiliar or potentially complex project  Manage others to implement effective planning, problem-solving and decision making  Understand the resource implications on the business plan |
| **Negotiation** | Understand the other's point of view  Make an objective and structured case with pros and cons  Understand the need to give and take  Understand and defend a position |
| **People Development** | Grow a team that is aligned with the business objectives  Understand strengths and weaknesses of team members and work with them to good effect  Understand ambition and manager expectations  Use of a wide range of development tools |

## Role definition

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| **Summary of role** | Successfully manage allocated multidisciplinary projects and their associated activities from conception through to completion, delivering work that meets project requirements, customer satisfaction, SHEQ standards, and in accordance with Morgan Sindall standards. |
| **Responsibilities and accountabilities** | Oversee the successful delivery of projects to scope, target cost, quality, programme and completion encompassing design, engineering, construction, handover and commercial aspects ensuring Perfect Delivery is achieved  Implement a full risk and value engineering management process where all risks and cost savings opportunities are identified and actioned  Ensure that project imperatives are clearly communicated and understood throughout the project and to others, as appropriate  Provide direction, motivation and leadership to both internal staff and external consultants or contractors engaged in providing technical support activities to the project  Responsible for all safety, health, environment and quality matters including driving excellence and championing continuous improvement  Advise the project team on project planning activities and initiatives and present recommendations and project delivery status updates to key customers and stakeholders  Prepare financial spreadsheets, summarise information and communicate results to key customers and stakeholders  Lead, review and challenge project budgets and forecast to ensure a consistent, challenging but deliverable approach is adopted  Deliver all projects demonstrating a thorough understanding of associated processes and technology  Develop and manage key customer relationships, through regular reviews of contract performance with customers, understanding and managing needs and gaps  Proactively deliver a quality installation to the satisfaction of our customers  Implement the appropriate Morgan Sindall management, monitoring and control mechanisms, policies and procedures to ensure compliance and adherence to statutory and legal requirements and manage the projects risks and opportunities in line with company procedures  Be accountable for, and deliver, high levels of performance in key areas of health and safety, environment, sustainability and quality and champion continuous improvement and best value, ensuring compliance with the quality systems which constantly support our Perfect Delivery philosophy  Actively seek out, drive and promote service excellence, best practice and continuous improvement initiatives  Manage the appropriate costs within the contracts, ensuring maximum utilisation of resources  Ensure appropriate allocation of other (non-staffing) resources  Coach and motivate the project team and lead by example  Ensure inadequate team performance is recognised and handled appropriate  Improve and develop mutual supplier relationships  Continually review suppliers performance and share information  Ensure all services and installations are designed, built and certified to the required standards and that all functions are carried out in appropriate manner  Ensure that project costs are rigorously managed and expenditure is recorded accurately at all times  Review and approve project management plans, health and safety plans, environmental work package plans (WPPs), and safe method of work plans (SMOWS)  Work with the business unit senior management team to deliver annual business plan objectives, plans and budgets that meet Morgan Sindall budgets and targets  Implement the business plan for projects, and manage and review performance of contracts against financial and operational targets  Seek opportunities for business growth both within and outside the existing contract base  Support bid development as required including planning bid strategy, resourcing optimal skills sets, overseeing solution development and planning, leading negotiations and tenders  Ensure efficient management of the Company's resources; employees, suppliers and subcontractors  Contribute to the development of key project staff |
| **Qualifications, training and technical knowledge** | Degree or HNC/HND qualified in a relevant technical discipline  Awareness of the issues and processes within the customer’s service areas  Knowledge of all aspects of legislative compliance, including employment law, health and safety, and environment  Good understanding of commercial issues affecting project performance and experience in assessing value / evaluating variations of construction works undertaken |
| **Attributes and skills** | Ability to work in a team environment contributing across a business unit or area  Good management skills with the ability to motivate employees to achieve high standards of compliance  Excellent organisational, planning and time management skills; able to manage projects simultaneously with compromising on standards and quality  Sound knowledge of the construction industry  Ability to ensure standards and specifications are met  Ability to work with senior management to set project and operational targets  Excellent negotiation and diplomacy skills and the ability to make a sound business case to senior stakeholders |