## 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 othersProactively identifies and pursues new stretching targets and opportunitiesHigh levels of personal drive and commitmentAdds value beyond doing the jobFocuses well on personal development goals |
| **Analytical thinking and decision making**  | Considered analysis of all available data to arrive at viable optionsOrganising 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 wantConnect with people in all levels of the business |
| **Dealing with change** | See potential of new ideas and situations Takes a pragmatic approach to changeConsiders impact of change on others as well as selfAbility to explain the effects to colleagues |
| **Teamwork** | Develop inter-team collaboration inside and outside companyUnderstand the role of a team and how it delivers the objectivesCan adapt to different types of teams in most situationsTakes 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 makingUnderstand the resource implications on the business plan |
| **Negotiation**  | Understand the other's point of view Make an objective and structured case with pros and consUnderstand the need to give and takeUnderstand and defend a position |
| **People Development**  | Grow a team that is aligned with the business objectivesUnderstand strengths and weaknesses of team members and work with them to good effectUnderstand ambition and manager expectationsUse 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 achievedImplement a full risk and value engineering management process where all risks and cost savings opportunities are identified and actionedEnsure that project imperatives are clearly communicated and understood throughout the project and to others, as appropriateProvide direction, motivation and leadership to both internal staff and external consultants or contractors engaged in providing technical support activities to the projectResponsible for all safety, health, environment and quality matters including driving excellence and championing continuous improvementAdvise the project team on project planning activities and initiatives and present recommendations and project delivery status updates to key customers and stakeholdersPrepare financial spreadsheets, summarise information and communicate results to key customers and stakeholdersLead, review and challenge project budgets and forecast to ensure a consistent, challenging but deliverable approach is adoptedDeliver all projects demonstrating a thorough understanding of associated processes and technologyDevelop and manage key customer relationships, through regular reviews of contract performance with customers, understanding and managing needs and gapsProactively deliver a quality installation to the satisfaction of our customersImplement 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 proceduresBe 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 philosophyActively seek out, drive and promote service excellence, best practice and continuous improvement initiativesManage the appropriate costs within the contracts, ensuring maximum utilisation of resourcesEnsure appropriate allocation of other (non-staffing) resourcesCoach and motivate the project team and lead by exampleEnsure inadequate team performance is recognised and handled appropriateImprove and develop mutual supplier relationshipsContinually review suppliers performance and share informationEnsure all services and installations are designed, built and certified to the required standards and that all functions are carried out in appropriate mannerEnsure that project costs are rigorously managed and expenditure is recorded accurately at all timesReview 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 targetsImplement the business plan for projects, and manage and review performance of contracts against financial and operational targetsSeek opportunities for business growth both within and outside the existing contract baseSupport bid development as required including planning bid strategy, resourcing optimal skills sets, overseeing solution development and planning, leading negotiations and tendersEnsure efficient management of the Company's resources; employees, suppliers and subcontractorsContribute to the development of key project staff |
| **Qualifications, training and technical knowledge**  | Degree or HNC/HND qualified in a relevant technical disciplineAwareness of the issues and processes within the customer’s service areasKnowledge 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 areaGood 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 qualitySound knowledge of the construction industryAbility to ensure standards and specifications are metAbility to work with senior management to set project and operational targetsExcellent negotiation and diplomacy skills and the ability to make a sound business case to senior stakeholders  |