

## Contracts Manager – Level 1

<b>Generic title</b>	Senior Manager - 2
<b>General Description</b>	<p>People at this level will manage a function, a number of managers or an income stream.</p> <p>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.</p> <p>In commercial they will manage contracts and may lead on a framework, project, special works or design.</p>

## Competencies

<b>Achieving Results</b>	<p>Capacity to set goals for self and others</p> <p>Proactively identifies and pursues new stretching targets and opportunities</p> <p>High levels of personal drive and commitment</p> <p>Adds value beyond doing the job</p> <p>Focuses well on personal development goals</p>
<b>Analytical thinking and decision making</b>	<p>Considered analysis of all available data to arrive at viable options</p> <p>Organising information to identify the key issues and to plan appropriately</p>
<b>Communication</b>	<p>Considered analysis of all available data to arrive at viable options</p> <p>Organising information to identify the key issues and to plan appropriately</p>
<b>Dealing with change</b>	<p>See potential of new ideas and situations</p> <p>Takes a pragmatic approach to change</p> <p>Considers impact of change on others as well as self</p> <p>Ability to explain the effects to colleagues</p>
<b>Teamwork</b>	<p>Create appropriate networks of people internally and externally</p> <p>Build opportunities for cooperation with other individuals and teams</p> <p>Cut easily across horizontal and other boundaries, taking a corporate perspective</p> <p>Understand how teams work and how to lead one</p>
<b>Leadership</b>	<p>Demonstrate clear and visible leadership, with capacity to absorb responsibility and accountability whilst providing sensitive direction to others</p> <p>Remain effective when the situation is unclear, complicated or pressurised</p>
<b>Managing resources</b>	<p>Create a resource plan for an unfamiliar or potentially complex project</p> <p>Manage others to implement effective planning, problem-solving and decision making</p> <p>Understand the resource implications on the business plan</p>
<b>Negotiation</b>	<p>Collecting and collating information on the reality of the situation and options open to you</p> <p>Knowing where you stand</p> <p>Knowing how to create a position</p> <p>Building a winnable case</p> <p>Anticipate the needs and concerns of others</p>
<b>People Development</b>	<p>Grow a team that is aligned with the business objectives</p> <p>Understand strengths and weaknesses of team members and work with them to good effect</p> <p>Understand ambition and manager expectations</p>

	Use of a wide range of development tools
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## Role definition

<b>Summary of role</b>	Ensure the efficient running of the contract by effectively managing all resources associated with the contract, and to ensure that a quality service is provided to the customer.
<b>Responsibilities and accountabilities</b>	<p>Make sure that contracts are within full compliance with health and safety, quality and environmental legislation as well as compliant with Morgan Sindall procedures</p> <p>Liaise and develop the relationship with the customer and the customer representatives</p> <p>Monitor progress against the works programme and manage the impact of additional work and delays</p> <p>Monitor progress of the construction/maintenance to ensure the finished works is correct to the agreed specification</p> <p>Ensure the most effective and efficient use of resources on the contract and any subsequent recovery</p> <p>Deliver activities to support operational objectives for the specific contract or project, ensuring fully compliance with agreed operational and/or management guidelines</p> <p>Continuously monitor progress and programmes throughout the contracts and report accordingly</p> <p>Ensure compliance with health, safety and environmental policy and procedures and support the delivery of policy and standards</p> <p>Monitor quality, safety and environmental systems and promote a safety culture in full support of our 100% SAFE value</p> <p>Promote and present a professional Morgan Sindall image to the customer in all dealings to become the main point of contact</p> <p>Understand the customer's needs as identified through the CSQ plan and other discussions</p> <p>Improve and develop customer relationships and ensure a working environment exists where complete customer satisfaction is at the forefront of every team members mind</p> <p>Interact with customers or users around specific work efforts and deliverables and ensure the customer feedback and comments are acknowledged, prioritised and actioned</p> <p>Be responsible for production of regular reports to customer and company management</p> <p>Be responsible for assessing the suitability of potential subcontractors including the adequacy of the subcontractor's health and safety management and give approval for the subcontractors use</p> <p>Ensure subcontract and material orders are placed in line with the contract programme</p> <p>Ensure subcontract agreements adequately cover the provision of main contractor attendances</p> <p>Attend pre-order meetings with major subcontractors</p> <p>Chair regular project review meetings, and also as required project design meetings</p> <p>Ensure appropriate construction teams are in place for the duration of the contracts and manage the people resources associated to the contract, optimising performance with responsibility for recruitment, retention, training and developing the employees</p> <p>Manage the activities of others to meet deadlines and quality standards taking account of impact outside area of responsibility</p> <p>Undertake performance reviews and provides training and reward recommendations</p>

	Coach and motivate the site teams and lead by example Ensure own management and skill base is developed and ensure the team does likewise
<b>Qualifications, training and technical knowledge</b>	HNC/HND in Building Studies (or equivalent) SMSTS (5 day course) Qualified First Aider Relevant CSCS card
<b>Attributes and skills</b>	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