

Job Description and Person Specification

Date Effective	15 th Jan 2024
IMS Reference	
Job Title	Contract Manager, HRP Building Maintenance
Based at	Hampton Court / Tower of London
Reporting to	Head of Maintenance
Direct Report(s)	6 – 10 staff
Working Relationships	Clients/Colleagues

Role Summary & Purpose

The Contracts Manager – HRP contract, will be accountable for the Management of all maintenance activities associated with the delivery of this account.

Through the effective management of a team of building trades and sub-contractors, the Contracts Manager will hold accountability for the successful delivery of the Operational P&L for this contract, ensuring customer satisfaction and contract performance measures are exceeded, and that customer relationships are developed and maintained across both Lot 1 and 2 of this account.

The role holder will ensure the profitable contract performance through P&L analysis, the development of effective customer relationships, and the efficient and compliant delivery of both planned and reactive maintenance via both internal and external resources.

The role holder will actively drive additional project work across the two deliver Lots and take the lead in costing, presenting and delivering these with the appropriate resources.

The role holder will be accountable for the commercial delivery of this account through activity costing and presenting final accounts and closing out WIP and Debt in a proactive and timely manner.

Contracts Manager, operates as a key member of the Maintenance Management team within Sykes, providing credible and effective leadership for service delivery, employee, customer. The Contracts Manager will be the driver of safe working practices within their area of control.

Key responsibilities and Accountabilities:

1. Responsible for the successful and profitable contract delivery of the HRP Account, c£0.7 – 1.0m of income across **HM Tower of London, Hampton Court Palace, Kensington Palace, Kew Place and Banqueting House.**
2. Compile and present monthly financial applications to the customer for payment, ensuring that these are fully auditable.

3. Ensuring WIP and Debt is managed in a proactive and timely manner. Compile CVR documentation for presenting on a quarterly basis ensuring all action has been taken to mitigate financial risk / loss.
4. Ensure compliance with all health and safety legislation associated with the contracts within your span of control and company policy.
5. Analyses KPI and SLA performance and deliver to target; identifies areas for improvement and drives improvement initiatives through management and delivery teams.
6. Support the performance management of key suppliers within your contract span of control, ensuring that they deliver to the companies required standards.
7. Creation and distribution of key management information reports both to the customer and internally
8. Undertakes a key customer interface role, across all sites ensuring that Sykes are visible, approachable.
9. Accountable for role modelling business values and behaviours including but not limited to, the demonstration of value for money, equality, diversity, and inclusivity across the operational business. Accountable for the development of a strong and positive colleague culture within the business.
10. Accountable for the tactical management /delivery of the scheduling process within their defined span of control
11. Leads, motivates, supports and develops a team of building trades, ensuring that all people management processes are adhered to and a culture of performance management and continuous improvement is prevalent
12. Acts as a proactive and positive member of the Sykes Management team, taking the lead on product-wide improvement programs and projects, and ensuring that contract programs of work are rolled out in a consistent manner.
13. Responsible for employee development, succession planning, employee empowerment and talent management across teams including support for talent pipelines ie. Apprenticeships.
14. Driving business growth within their span of control and supporting new business costing, tendering and mobilisation
15. Manage Operational issues, escalations and resolutions with and between all stakeholders, will be required to be part of the management on call escalation.

Key Dimensions:

- C6-10 direct reports
- Accountable for £0.7 – 1.0m Contracts ensuring retention and growth targets are met.
- Accountable for the delivery of agreed budgeted Turnover & margins.
- Accountable for the management of WIP & Debt to agreed targets.
- Accountability for safe and compliant performance of all sites across defined geographical area or portfolio
- Accountable for the agreed SLAs associated with this account.

- Create a culture of cooperation, collaboration and teamwork across the Skyes operation and ensure a smooth interface with relevant stakeholders.
- Demonstrable experience of P&L management, with a proven history of effective cost management and margin achievement
- Responsible for leading, supporting, managing, and developing a team of Building trades to improve performance.
- Responsible for undertaking performance management process and employee relations issues, including attendance management, disciplinary, performance management etc.

Personal Attributes/Aptitude/Skills

Personal attributes/aptitude and skills	Essential	Desirable
Electrical, Mechanical or Building Services Engineering. HNC or Equivalent NVQ 4 or above in Management & Leadership area with Finance Management	x	x
Capable of costing and Supervising Reactive Repairs and Projects up to £250k	x	
A proven track record of delivery within the building contracting or Maintenance sector P&L management of values up to £2m	x	
Knowledge of MTC, JTC and NEC forms of contract, included experience of supporting contract bid submission in terms of contract costing against assets and SFG20	x	
Experienced in Statutory & Mandatory Compliance Maintenance Records / Certification and uploading onto Service Systems.		x
IOSH Working / Managing Safely, Safe system of Work Procedure – PTW; RAMS etc.	x	
Leadership experience combined with good Building Trade technical knowledge.	x	

Proven experience as Contracts Manager across multiple projects / contracts	X	
<u>Personal attributes:</u> <ul style="list-style-type: none"> • Clear and confident written and verbal communication skills • Knowledge and skills to effectively problem solve. • High level of self-motivation, organisational ability and drive to meet deadlines. • Commercial Aptitude, demonstrate the ability to manage commercial disputes both financial and operational. • Negotiation skills • Customer Care / Satisfaction Skills in a client facing environment. • Strong presentation skills, with the ability to effectively create and deliver effective written reports and verbal presentations. • Excellent leadership skills, with the ability to positively influence delivery teams and customers. • Excellent knowledge of Health, Safety and Compliance legislation relating to the buildings services industry 	X X X X X X X X X X X	

Competencies

Competence	Level 1 – not required/2 – rarely required/3 – sometimes required/4 – required most of the time/5 – required all the time				
Leadership	1	2	3	4	5
People Management	1	2	3	4	5
Communication	1	2	3	4	5
Performance and Results	1	2	3	4	5
Decision Making	1	2	3	4	5
Resource Management	1	2	3	4	5
Organisational and External Awareness	1	2	3	4	5

Benefits

- Salary depending on experience.
- 25 days annual leave, plus bank holidays
- Access to Mental Health First Aider
- Private Medicare

Essential

- Strong communication skills and work ethic
- Awareness and knowledge of health and safety

Other Benefits

- Life Assurance
- Refer a friend reward scheme.
- Cycle to Work Scheme
- Pension