

<b>Title of Position:</b>	<b>Assistant Contracts Manager - Maintenance</b>
Based at:	London/Multiple Sites
Hours of work	8am to 5pm
Reporting to:	Contracts Manager / Head of Maintenance
Direct Report(s)	4-20 Staff
Working Relationships:	Colleagues, Clients, Suppliers

## About Us

Established in 1759, Sykes & Son Limited is the UK's oldest independent building contractor. Trading for over 260 years, Sykes has evolved from a small specialist contractor – a glazier, plumber, decorator, and small builder – into a medium sized, multi-discipline contractor with an annual turnover of £30m.

The company has three main workstreams: Building, Mechanical & Electrical and Maintenance. This diversity of self-delivered services allows us to offer a “one stop shop” solution to our clients. Furthermore, we have the flexibility to carry out minor works through to multi-million-pound projects.

We are incredibly proud of the part that we have played in restoring, building, refurbishing, and maintaining our capital's heritage over the years. From royal palaces to world renowned museums, galleries, and universities, we continue to forge long-term working relationships at London's finest buildings.

## Role Summary & Purpose

Assistant Contracts Manager – Maintenance, will be accountable for the leadership and management of Building Engineering Services and operations within a defined area and/or portfolio of contracts.

Through the effective management of a team of engineers and sub-contractors, the Assistant Contracts Manager will hold accountability for the successful delivery of the Operational P&L for contracts within their span of control, ensuring customer satisfaction and contract performance measures are exceeded, and ensuring that customer relationships are developed and maintained.

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. Assistant 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 Duties

- Responsible for the successful and profitable contract delivery of £2-4m of income within defined geographical area.
- Leads, motivates, supports and develops a team of Engineers, ensuring that all people management processes are adhered to, and a culture of performance management and continuous improvement is prevalent.
- Acts as a proactive and positive member of the Maintenance 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.
- Active participation and self-development with industry networking channels/membership bodies to ensure continual improvement and ensure you remain in touch with “modern practices”, technology and best practice.
- Undertakes a key customer interface role, particularly on key sites within specified geographical area, ensuring that Sykes are visible, approachable and that the contract requirements and measures are clearly understood by the entire delivery team.
- Ensure compliance with all health and safety legislation associated with the contracts within your span of control and company policy.
- Analyses KPI and SLA performance and deliver to target; identifies areas for improvement and drives improvement initiatives through management and delivery teams.
- Responsible for supporting the Maintenance Services strategy within your area of responsibility inclusive of demonstrable activities that promote a “One Team” ethos and the ongoing staff awareness and support for the Mission, Vision, Behaviours & Goals.
- Responsible for employee development, succession planning, employee empowerment and talent management across teams including support for talent pipelines i.e., Apprenticeships.
- Accountable for the implementation of the efficiency strategy, driving and exceeding the self-delivery productivity and cost reduction targets.
- Support the performance management of key suppliers within your contract span of control, ensuring that they deliver to the companies required standards.
- Creation and distribution of key management information reports both to the customer and internally.
- 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.
- Accountable for the tactical management /delivery of the scheduling process within their defined span of control.
- Driving business growth within their span of control and supporting new business costing, tendering and mobilisation.
- Will be required to step up for and cover for Contract Manager on occasions.
- 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

- 4-20 direct reports
- Accountable for £2-4m Contracts ensuring retention and growth targets are met
- Accountable for the delivery of agreed budgeted 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 across contracts and supply chain within their span of control
- Create a culture of cooperation, collaboration, and teamwork across the Skyes operation and ensure a smooth interface with relevant stakeholders
- Support to the Maintenance teams to ensure people development and talent growth to build a strong and professional team to enable succession planning
- 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 Engineering to improve performance
- Responsible for undertaking performance management process and employee relations issues, including attendance management, disciplinary, performance management etc

Personal Attributes/Aptitudes and Skills	Essential	Desirable
Electrical, Mechanical or Building Services Engineering. HNC or Equivalent	X	
NVQ 4 or above in Management & Leadership area with Finance Management		X
Capable of costing and Supervising Reactive Repairs and Small Projects	X	
A proven track record of delivery within the M&E Maintenance sector P&L management of values up to £5m	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	
L8 Training, Legionella		X
Leadership experience combined with good Mechanical and Electrical technical knowledge	X	
Proven experience as Assistant Contracts Manager across multiple projects / contracts	X	

**Personal attributes:**

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|---|---|
| • Clear and confident written and verbal communication skills   | X |
| • Knowledge and skills to effectively problem solve   | X |
| • High level of self-motivation, organisational ability and drive to meet deadlines   | X |
| • Commercial Aptitude, demonstrate the ability to manage commercial disputes both financial and operational                         | X |
| • Negotiation skills  | X |
| • Customer Care / Satisfaction Skills in a client facing environment  | X |
| • Strong presentation skills, with the ability to effectively create and deliver effective written reports and verbal presentations | X |
| • Excellent leadership skills, with the ability to positively influence delivery teams and customers                                | X |
| • Excellent knowledge of Health, Safety and Compliance legislation relating to the buildings services industry                      | X |
| • Demonstrable experience in an Assistant Contract Manager with a technical background  | X |

**Benefits**

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| • Life Assurance                         |
| • 25 days annual leave + 8 Bank holidays |
| • People's Pension Scheme (EE 5%, ER 3%) |
| • Cycle to Work Scheme                   |
| • Access To Mental Health First Aider    |
| • Refer a Friend to Work Scheme          |
| • Discretionary Bonus                    |
| • Smartphone, Laptop                     |
| • Professional Development               |
| • Occupational Health Support            |
| • Employee Assistance Program            |
| • Payment for Professional Subscription  |

If you are interested in this role, please email your CV to [careers@sykes1759.co.uk](mailto:careers@sykes1759.co.uk)