

| JOB DESCRIPTION | |
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| TITLE: | Contracts Manager |
| REPORTS TO: | Director |
| <p>Role: To oversee the quality, productivity, and efficiency of work from all site operational staff, maximising profitability of projects and ensuring customer satisfaction. Establishing safe working practices on sites and delivering projects effectively whilst ensuring the safety health and welfare of all employees and others affected by our operations.</p> | |
| Role Profile | |
| <ul style="list-style-type: none"> ➤ Daily communication with contracts staff and customers or their representatives as appropriate to effectively plan, co-ordinate programme the works. ➤ Supervise and co-ordinate the daily operations of the contracts to the required standard ensuring standards of work and productivity are maintained. ➤ Ensure labour is planned out at the earliest possible opportunity and ensure staff have resourced all necessary plant/materials/labour/sub-contractors in a timely manner. ➤ To provide regular feedback and progress reports both verbally and in writing to their Line Manager. Including variations, progress reports, Health & Safety issues, plant requirements and customer issues. ➤ To ensure full compliance to Health and Safety legislation within all aspects of the site operations. ➤ To maintain and ensure best practice and continuous improvement within all areas of the site operations. ➤ Prepare Health & Safety Plans, Method Statements & Risk Assessments for the various contracts. ➤ To ensure that Health and Safety policies, procedures, safe working practices and risk assessments are effectively communicated to all supervisors, contractors and site personnel. ➤ To ensure all site personnel are trained in all of the health and safety aspect's relevant to their job role. ➤ Oversee / manage the ordering & maintenance of PPE equipment and equipment management. ➤ To ensure that we meet and exceed customer expectations in terms of service, reliability, quality and responsiveness. ➤ Take overall responsibility for managing the activities of the Supervisors and Operatives, on a day-to-day basis, maintaining effective quality and productivity at all times. ➤ Participate in client liaison and interaction: offering a courteous and professional service at all times. Attend regular client meetings and attend the operations meetings on a weekly basis. ➤ Grow the business, win new frameworks/contracts, develop new clients/new business/new opportunities and retain existing clients working in close cooperation with the senior management team. | |
| Qualifications & Experience | |
| <ul style="list-style-type: none"> ➤ Asbestos Awareness Training ➤ Extensive knowledge and experience of the industry ➤ Detailed understanding of the asbestos sector and its client base ➤ Excellent communicator in both written and verbal forms ➤ High Interpersonal Skills ➤ Ability to prioritise tasks and work under pressure ➤ A problem-solving approach to work | |
| Key Performance Indicator's | |
| <ul style="list-style-type: none"> ➤ Retention of clients as demonstrated through repeat business and through positive client feedback ➤ Development of new clients, new frameworks and new relationships ➤ Management of projects at all stages in line with the Company's IMS and QM ➤ Mentoring and coaching of the team to deliver technically, commercially and in line with operational practices and policies | |