

ROLE PROFILE

Function	Construction	
Job Title	Contracts Manager	
Grade	M3	
Reporting Lines	Reports to	Head of Construction
	Direct Reports	Site Operatives

Aim of the role

To manage the delivery of projects to company standard.

Responsibilities and Duties

- Ensure service delivery meets financial targets and operates within the agreed budget
- Develop and deploy Service Plans and Key Work Objectives to meet ongoing and changing needs of stakeholders, clients and customers
- Develop effective client and partner relationships in order to identify, propose and secure profitable work within the client base or scope of contract, to meet business growth targets
- Participate in contract reviews with Senior Management and Directors
- Preparation and presentation of performance reports to a board level audience
- Ensure plans and processes are in place to prioritise and delegate workloads to achieve contract objectives
- Produce and maintain contract sectional plan and Key Work Objective for contract managers and support staff
- Develop customer relations in order to maximise perception of the business and maximise future commercial opportunity
- Ensure service delivery reinforces Kier Core Values and ensure alignment of change with Kier vision and strategy
- Ensure generation of accurate management, financial and performance information consistent with reporting requirements
- Analyse data for reporting to clients to inform strategic and operational planning, and enable services to be delivered with specific outcomes
- Identify opportunities to develop and refine management processes, information systems, technology and processes
- Ensure organisational development, staff and other improvement plans are developed and deployed to maximise contract performance and financial return
- Ensure all staff performance is managed through performance conversations, including setting out clear key work objectives aligned with the Service Plan
- Identify, enable and deliver cultural change and behaviours through flexible working and outcome-focused approached

Knowledge Skills and Experience

- Hold a Full UK Drivers Licence
- Management and facilities management qualifications for hard and soft FM services
- Understands PFI contractual requirements, KPIs and client/stakeholder requirements and contract deliverables
- Extensive knowledge of managing Profit and Loss accounts in a PFI environment
- Demonstrates best practice and good business management practices
- Excellent communication skills
- Ability to balance workload and organise work

Our Values	
Collaborative	Act as one team Communicate Assume everyone has the best intentions Find a shared solution
Trusted	This starts at the top Ensure everyone feels valued Say what you mean, do what you say Be open and honest
Focused	Make sure we deliver Be present in the process Be thorough and disciplined Understand the end goal