

Job Description & Person Specification

Job Title	Contracts Manager
Division/Location	Norse TFM
Reporting to	Head of TFM
Weekly Hours	40 Hours Per Week, Monday – Friday
Grade/Salary	Up to £44,945.28 DOE / Grade E 005
Job Description	
The Role:	
To take ownership and manage all aspects of contractual, financial and operational performance of a client portfolio along with management of a facilities management team of middle and first-line managers and their direct reports.	
Main Responsibilities	
<ul style="list-style-type: none"> • Provide effective leadership and communication to the team within the post holder's remit. • Manage the relationship with the client effectively through proactive expectation management, regular meetings and communication. • Ensure contractual obligations and KPIs are met, with statutory and non-statutory PPM schedules being undertaken on time. • Ensure the CAFM system is utilised correctly and Work In Progress is managed effectively for both reactive and planned work, keeping to adequate response times and ensuring where relevant evidence is uploaded to the system. • Ensure P&L performance meets or exceeds budget and that any forecasts / budgets are created and submitted in a timely manner. Ensure internal financial and accounting processes and policies are followed and submission deadlines are met. Demonstrate control of the profit and loss account and identify any budget variances whether positive or negative. • Establishing work-flows, practices and standards to ensure budget and contractual delivery • Managing the performance, discipline and development of the team as well as individually. • Ensuring workforce matters are addressed in line with Norse HR policies and procedures within appropriate timescales and at an appropriate level with HR support as necessary. • Ensuring team members are multi-skilled to avoid single points of failure and aid absence cover as well as future succession (own and team members) • Manage all quality aspects of the operation, along with compliance to relevant ISO accreditation and internal quality management system requirements. Ensure all quality documentation pertinent to the remit is present and kept updated as required (this includes any contractual documents like SLA's etc.) • Coordinate ad hoc projects. • Promoting continuous improvement and identifying and implementing improvement initiatives. • Ensure that all staff under the post holder's control operates within NCS HR procedures including job specifications, holiday and sickness, health and safety, and other related conditions of service. • Undertake recruitment and selection of suitably trained and qualified employees to fill posts within the structure. • Ensuring all relevant and appropriate training and development activities are undertaken in a timely manner and relevant training records kept accurate and up to date • Occasional deputising for line manager and managing resources within budget constraints implementing corrective actions as required. 	

Approval/Review Date			
Approved by Operations Director:		Date:	
Approved by HR Director:		Date:	

Other Duties

The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager.

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

Quality – We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

Innovation – We embrace new ideas and have the courage to be creative so our services are delivered in the most effective and safe way possible.

Respect – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

Trust – We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it.

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	Knowledge of M&E and related information systems	Essential	AF / I
	Knowledge of relevant health & safety legislation	Essential	AF / I
	Contract Management knowledge	Essential	AF / I
Experience	Previous Management experience	Essential	AF / I
	Experience of managing multi-disciplined teams and managing contractors	Essential	AF / I
	Experience of managing compliance via information systems (e.g. CAFM)	Desirable	AF / I
	Financial and budgetary experience.	Essential	AF / I
	Experience of working with trade unions	Desirable	AF / I
	Experience of working both in the private and public sector.	Desirable	AF / I
Skills/Abilities	Excellent communication skills, with the ability to lead, influence and negotiate, a flexible “can-do” attitude	Essential	I
	Ability to organise and manage your own and your team’s workload in a deadline driven environment	Essential	I

Approval/Review Date

Approved by Operations Director:

Date:

Approved by HR Director:

Date:

	Capable of working autonomously, as an individual or within a team	Essential	I
	Able to react quickly in a fast-changing organisation.	Essential	I
	Creative, innovative and imaginative approach to problem solving.	Essential	I
	Ability to build strong relationships with a variety of internal and external stakeholders	Essential	I
	Excellent interpersonal skills and a collaborative management style.	Essential	I
	Excels at operating in a fast pace, operational environment.	Essential	I
	Excellent judgement and decision making skills.	Essential	I
Other Requirements	Full UK Driving Licence to meet the travel requirements of the role	Essential	AF

General

Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.

It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.

The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.

We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

Agreement

Employee Name:		Date:	
Employee Signature:			

Approval/Review Date

Approved by Operations Director:		Date:	
Approved by HR Director:		Date:	