

# Job Description

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Job title	Contract Manager	Date
Reports to (title)		
Contract/Department		Revision
Location		

## Job purpose

Describe the overall purpose of the job in two or three sentences.

To effectively manage the strategic direction of the (area of the business / contract) along with a number of service providers. The prime objective is to ensure that adequate management systems are in place to continually ensure a safe and robust environment for achieving superior performance in uptime throughout the contract(s)

## Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Develop, gain consensus and implement the best practice/ building operation plan for assigned assets
- Work with the Divisional Management and Finance Team to prepare the final budget documentation/plans and works to ensure budget compliance
- Inspect facilities/equipment to determine the extent of service and equipment required
- Arrange for alterations, maintenance or reconditioning of facilities, as specified in the operating procedures, management plan and/or management services agreement
- In conjunction with the procurement team, competitively bid and prepare all subcontract service contracts to assure high quality and cost effective services
- Assemble and analyse contract bids, submit recommendations and prepare the standard form contract agreement for execution by the Management team
- Approve purchases of supplies and equipment
- Be proactively involved in ensuring that services are reviewed and refinements made to enhance these services
- Support the development and implementation of the Strategic Operations Framework
- Provide advice, guidance and support to the operational management team(s) where necessary
- Manage all upward reporting, such as financial and cost control, code and regulatory compliance, personnel management, staff training and development, team productivity, H&S, environmental and energy management
- Communicate operating philosophies, technical information, objectives and expectations to the operational team and service providers
- Develop and deliver the monthly reports
- Support the operational teams to deliver services that meet or exceed Clients' changing business

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expectations

- Promote best practice and act as a catalyst for excellence, continuous improvement and valued service
- Firmly establish and empower technical staff to ensure optimization and productivity of service
- Perform technical compliance auditing and oversee the effective and timely close out of corrective action plans; Perform annual operational reviews focusing on compliance with the Management Agreement and all applicable regulatory requirements
- Oversee the development and effective implementation and monitoring of the Personal Development and Training Plan
- Ensure standardisation and consistency with best in class operating practices at each facility
- Ensure strict adherence across the account to the EMCOR requirements and processes, carry out tasks in direct relationship with the Global Standard Operating Procedures
- Leading a team of staff, including the management of staffing plans, work allocation and managing poor performance
- Provide direction in regard to financial, human and physical resources, a commitment to developing staff, building relationships, enhancing business acumen and managing knowledge
- Analysing the ongoing workforce planning needs of services and ensuring that appropriate strategies are implemented so that the unit is staffed to meet the needs of the area and customers
- Developing and providing equitable management techniques dealing with problems as they arise
- Fostering a working environment that promotes a learning culture consistent objectives and values, including the training and development of staff and monitoring of staff performance
- A high level of commitment to providing a safe working environment for all staff
- Ensuring that all defined services are completed in accordance with all operating procedures and within the Health & Safety (H&S) guidelines.

## Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

## Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

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- Proven track record of customer services oriented facilities management (FM) and engineering management experience along with proven experience in facilities management
- Experience with managing Critical Facilities/Environments
- Demonstrated experience in leading and managing business services teams, including the management of work allocation processes, performance management, staff development and career planning
- Excellent level of knowledge relating to MS Office as well as demonstrated experience of developing operational IT solution, including asset registers
- Excellent technical knowledge of FM services, including specialist knowledge of engineering work routines, standards and systems, including critical systems engineering
- Excellent knowledge and understanding of H&S and environmental responsibilities. Willing to study for additional formal qualifications if necessary
- Customer focused with sound commercial and financial awareness
- Ability to research and interpret industry best practice to suit business requirements
- Able to translate client requirements into technical specification
- Demonstrated high level English written and interpersonal skills, including an ability to communicate negotiate and consult at all levels of staff and to produce reports of a complex nature
- Able to establish relationships with clients, suppliers and across the FM business

## Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
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# Job Description

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Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	