

## JOB DESCRIPTION

Job title:	Contract Manager (Site level)		Version number:	6
Reports to:	Head of External Contract Operations	Dept	Contracts	
Role purpose:	Responsible for controlling and managing of all aspects of our live sites from pre- start meetings, check measure surveys and installation, product and delivery checks & aftercare/customer care. Must be able to work on their own initiative, manage their dairy to the most cost effective manner and under pressure.			
Key Responsibilities and Accountabilities:	<ul style="list-style-type: none"><li>• Providing a full on site service to the developer</li><li>• Attending pre start meetings alongside our sales manager and installation contractor to present and agree our systems and procedures to the site manager/developer</li><li>• Assist in producing and issuing to developers and fitting teams site specific H&amp;S, COSHH and risk assessment documents</li><li>• Assist in the maintenance and up keep of all H&amp;S, COSHH, risk assessment and insurance documents</li><li>• Undertake pre order/delivery site surveys including checking service positions, delivery access and confirming plot(s) are ready for installation/delivery</li><li>• Management of the forecast reporting to mange individual site check measures</li><li>• Completion of the Live Site Log on a weekly and monthly basis</li><li>• Responsible for the completion of all sign off notes linked to installation</li><li>• Liaising with the design team on design, delivery and installation changes</li><li>• Liaising with site, developers and installation companies at all levels including company directors by telephone, email and in person to ensure projects commence and complete on time and to budget</li><li>• Liaise with installers, Customer Services, Production Planning, and Despatch to achieve contract timetable</li><li>• Adhere to internal systems and procedures plus control of documentation to monitor projects from enquiry through to completion on site</li><li>• Managing site plot call off, delivery and installation</li><li>• On site delivery inspections including efficiency, accessibility and site H&amp;S procedures are followed and adhered to</li><li>• Onsite installation inspections including quality/remedial control and reporting</li><li>• Ensure that the fitters have support on site from Omega, including the delivery/installation of minor remedial items to help reduce the remedial fit costs</li><li>• To help maintain and improve the profile of Omega PLC on site and offer our developers a high level of support</li><li>• Make consistent site visits to all the major developments and liaise with the site foremen to ensure that Omega customer satisfaction is maintained</li><li>• Assist the design team with any site issue that may arise</li><li>• Support the Sales Manager in visiting the site sales offices to offer support to the sales staff on product samples, training and literature as required</li><li>• Pass on commercially advantageous information to Contracts Management (eg possible new developers, new or next phase developments etc)</li></ul>			

	<ul style="list-style-type: none"> <li>Produce mandatory field reports for distribution to contracts department</li> <li>Undertaking minor remedial works on site as required</li> <li>Any other duties as may reasonably be required</li> </ul>		
<b>People Management:</b>	<b>Manages people?</b>		No
	<b>Responsible for:</b>		
	Allocation of work (task based)		No
	Setting direction (objective based)		No
	Performance management		No
	Recruitment		No
	Absence management		No
<b>Other People Mgt comments:</b>	<b>No of direct reports:</b>		No
	<b>Overall team size (headcount):</b>		No
	Sub-contractors – manage installation teams onsite.		
<b>Financial:</b>	<b>Cost centre manager</b>		No
	<b>CAPEX responsibility</b>		No
	<b>P&amp;L responsibility</b>		No
<b>Other Financial Impact comments:</b>	<ul style="list-style-type: none"> <li>Must be accurate to ensure that check measures are accurate, information passed to the design team swiftly so that errors are not made. Ensure that installation standards are in line with the company requirements and remedial issues and additional installation costs are kept to a minimum and within the company guidelines and authority levels.</li> </ul>		
<b>Key Relationships: (level, nature &amp; purpose)</b>	<b>Within own department:</b>		
	<ul style="list-style-type: none"> <li>Be able to work effectively and interact as a member of a small team including supervisor, external colleagues and line manager. In addition to work accurately on own initiative, manage effectively and efficiently your own diary and to tight deadlines.</li> </ul>		
	<b>Across other departments:</b>		
	<ul style="list-style-type: none"> <li>Will have to interact with other internal departments at all levels (by email, telephone and in person) with regards to production, technical, QA, delivery, marketing and accounts departments.</li> </ul>		
	<b>External suppliers:</b>		
<b>Other relationship comments:</b>	<ul style="list-style-type: none"> <li>Will have to interact with appliance, worktop suppliers as well as installation companies to manage site and installation progress.</li> </ul>		
	<b>External customers:</b>		
	<ul style="list-style-type: none"> <li>Will have to interact at all levels by email, phone and in person with developers and end users to understand their requirements as well as explaining our requirements, tenders, products, H&amp;S and systems.</li> </ul>		
	<b>Internal customers:</b>		
	<ul style="list-style-type: none"> <li>Will have to interact with other internal departments at all levels (by email, telephone and in person) such as Hollings transport.</li> </ul>		
<b>Skills, knowledge and experience:</b>	<b>Essential:</b>	<ul style="list-style-type: none"> <li>Must have a full driving licence without excessive points</li> <li>Understanding of planning/design essential in the kitchen sector</li> <li>CSCS accredited</li> <li>Understand the practicalities of fitting kitchens and M&amp;E requirements and legislations.</li> <li>Ability to undertake minor remedial works on site as required</li> </ul>	

		<ul style="list-style-type: none"><li>• Practical design experience, with hands on experience gained in a similar field desirable with an understanding of kitchen component parts advantageous.</li><li>• Ability to work/transfer from scaled drawings essential.</li><li>• Must be computer literate. Ability to use a CAD system essential, either through certification or experience.</li><li>• Must be able to use Microsoft Office products (Excel, Word, etc) or similar.</li><li>• Must possess ability to work accurately on own initiative and to tight deadlines.</li><li>• Ability to understand and interpret instructions essential</li><li>• Must be able to work effectively and play a full part in a small team</li><li>• Must be able to travel when required outside own area.</li></ul>		
	<b>Desirable:</b>	<ul style="list-style-type: none"><li>• Hold a current SSMTS, PM Qualification</li><li>• Experience and background in a similar position</li><li>• Working knowledge of Artcad CAD advantageous</li></ul>		
<b>Any other comments:</b>	The role requires extensive travelling and overnight stays on occasions. May occasionally be required to travel outside of mainland UK.			
<b>Created by:</b>	<b>Manager:</b>	B Lee	<b>Date:</b>	06/07/2018
	<b>HR:</b>	L Rawlings	<b>Date:</b>	06/07/2018