



ROLE PROFILE: Regional Contract Manager

Location:	Portsmouth (with regular travel to contracts in Hampshire/Sussex/Surrey)
Hours:	40 hours per week
Salary:	£65-70k plus company vehicle or car allowance
Benefits:	25 Days Holiday, Buy/Sell holiday, Childcare scheme, Private Healthcare
Who you report to:	Director
Who reports to you:	Repairs Manager, Site Manager

PURPOSE

To lead, improve and grow the Contracts you are responsible for by achieving and exceeding Company Business objectives (financial and qualitative) and Client service delivery standards.

KEY RESPONSIBILITIES

1. To ensure you have the right team, and proactively support and manage the performance of that team, to successfully deliver and grow the contracts
2. To develop the operational contract leads for successful operational delivery of contracts, ensuring client's objectives are met and high standards of Health, Safety, Environmental and Quality management are maintained.
3. Ensure the operational teams carry out their responsibilities as per the Contract SHE Plans.
4. To ensure robust financial and operational risk management is adhered to at contract level delivering solid corporate governance through following set company processes and procedures
5. Responsible and accountable for the financial performance of contracts ensuring the business achieves a sustainable profitable return and cash flow is maximised. To identify and manage the risks and opportunities across the contracts.
6. To work closely with your Financial Business Partner(s) to ensure that operational performance is understood and connected to financial return, and that Work in Progress, Debtor, and Creditor levels do not become aged and out of control.
7. To drive and lead improvement projects within your contracts to achieve and exceed Industry Best Practise in quality, safety, technical, service delivery and customer satisfaction.
8. To spend time in the work identifying issues and trends that need to be acted upon through measurement so that you truly understand what is required to improve the service, system or processes.
9. Ensure that performance is constantly monitored to ensure that all KPI's are met and presented to the client(s) expectation, and when needed coherent improvement plans are identified and executed.
10. To accurately report performance (financial and qualitative) on the contract(s) and ad hoc workflows internally and externally on a timely basis.
11. To forge strong working relationships with Client Representatives and develop new relationships with additional clients and across a breadth of roles within the client teams.
12. Deputise for the Head of Maintenance when required
13. Lead mobilisations of new contracts as required
14. To ensure you live and embrace the Mountjoy ethos and values.

QUALIFICATION

- Degree, Diploma or HNC (Desirable)
- IOSH, SMSTS or equivalent (Essential)
- ILM Level 5 or equivalent People Management Qualification (Desirable)

EXPERIENCE

- Building maintenance environment experience (Essential)
- 4 years + Demonstrable experience succeeding in a Contract Management role and shown improvements in service delivery (Essential)
- Strong People Management Skills (Essential)