

CONTRACTS MANAGER

JOB DESCRIPTION

Main Purpose

The main purpose of the role is to oversee roofing projects on multiple sites throughout the UK. To be the clients point of contact for all aspects of the project. To take full responsibility from concept to delivery ensuring a high level of service and satisfaction to be provided to the client/principle contractor.

Reporting to Roofing General Manager

Key responsibilities

- Managing and delivering several projects at any one time up to £1M.
- Leading a team of supervisors, and technicians to meet client objectives and time frames on each project phase, in order to complete projects.
- Continually look for ways to increase customer satisfaction, whilst maintaining the company's commercial performance.
- To be the main point of contact within the business for the client.
- To attend all required surveys and meetings to develop and obtain specification so that we have a complete understanding of the scope of works and project specifications.
- To develop specifications with clients and architects.
- To prepare quotations and bills of quantities along with tender packages and presentations as required for clients.
- To review and complete all commercial arrangements and contracts relating to each of the projects.
- To carry out the procurement of all materials associated with the project ensuring that they are all delivered to enable installation by the site teams and sub-contractors.
- To manage all labour and sub-contractors to deliver the projects.
- To produce all co-ordination plans between all sub-contractors that we may be using on the project.
- To communicate with clients on a regular basis to ensure customer satisfaction is maintained through a collaborative approach.
- To hold site meetings with all site teams, covering process, programme, labour and Health and Safety.
- To write minutes and reports.
- To ensure that monthly/contract valuations are completed and presented to the client.

- To ensure all invoicing is completed on time and is accurate.
- To liaise with suppliers on the delivery of materials and equipment to complete the works.
- To prepare fortnightly reports to be presented to the Roofing General Manager which will include highlights on positive aspects of the projects along with areas for improvement and also any risks associated with the delivery of the project.
- To prepare monthly sales reports on any tenders that are currently being worked on and progressed.
- To review the way in which we operate and carry out roofing projects to develop the culture of continuous improvement throughout Hawkins Roofing.
- To safe guard the company's position by ensuring relevant site events are recorded and reported in writing to the client.
- Ensuring that all works on site are completed to the highest of standards and should they fall behind then to address and improve them.
- To ensure that all legal and site requirements to Health and Safety are adhered to and implemented. Ensure that all staff are adequately and routinely trained to the required standards of Health, Safety & Environmental best practices and procedures.
- Set an example of the Company's professional image at all levels on the contract, and ensure similar conduct from sub-contractors and their operatives.

Person Specification

Experience and knowledge

- 5-10 years' experience in Roofing and building construction/ improvement works
- Roofing surveying and technical knowledge across a comprehensive spectrum of pitched, flat and commercial roofing methods and systems
- Proven commercial acumen, understands successful sustainable operational and commercial business
- Organised and effective project management skills, 5-10 years' experience in a similar role
- Previous management role
- HNC or equivalent in building or surveying qualifications
- Construction Skills Certification Scheme card holder (CSCS)
- Site Supervisor Safety Training Scheme qualified (SSSTS)
- Sound knowledge of H&S regulations
- Knowledge of environmental requirements
- Understanding/ awareness of ISO 9001
- IT literate, Microsoft Office - intermediate level
- Asbestos, working at height

- Scaffolding design and inspection
- Travel is an essential part of the role and therefore it will be imperative that you hold a full, UK driving license

Skills and Attributes

- Proven operational management and leadership with excellent attention to detail, quality and service delivery
- Strong people skills with the ability to engage with staff, enhance team performance and positively influence others to achieve highest results
- Strong strategic problem-solving skills
- Proven technical, resource management and motivational skills
- Organised, self-motivated, assertive
- Technically competent and able to translate requirements effectively
- Good communicator with strong client and customer service skills
- Desire to critically monitor, review and implement change to support continuous service improvement and performance.
- Proven creator of sustainable client relationships and new business development