

## Job Description

**Job Title:** Contract Manager  
**Reports To:** Customer Account Manager / Account Director

### Job Summary

To be responsible for the contract based management for hard services delivered on behalf of the company ensuring an effective and efficient value for money service.

### General Duties:

- Ensure that all work is planned, and signed off in a timely manner through the specified CAFM system
- Preparation and / or review of specifications, contracts, tender documents and checking of estimates in relation to the services carried out by contractors, including contractor appointment.
- Liaise with clients and contractors and draw up schedules of the maintenance works to ensure that contractual obligations are met.
- Raise orders and quotes for services delivered by contractors within the set limits.
- Be responsible for managing contract provision, ensuring they deliver to the set KPI's / SLA's and achieve value for money and comply with statutory regulations and approved codes of practice.
- Ensure that the contract is operated in accordance with the company's Integrated Management System, Procedures, Processes and work instructions.
- Responsibility for contract staff discipline and site conduct of all staff either directly or indirectly employed covering services for which the company are responsible.
- Ensure that all work carried out in relation to contracted agreements is to the required standard, carried out in a timely manner, delivered safely and within agreed financial limits. This includes contractor performance management meetings at an agreed frequency.
- Monitor the contracts day to day performance and escalate any problems to the Customer Account Manager or Client as appropriate. Administrate all non-contract tasks and to issue instructions relevant to those tasks.
- Establish and maintain a positive working relationship with the client and contract team
- Maximising the contracts profitability through innovation.

### General:

- To be a 'team player' within the office
- Helping colleagues, as and when necessary, especially to meet deadlines
- Contribute effort towards Company Vision and Mission and observe Company values when actioning your objectives

### Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Recognise people's needs for alternative methods of communication and respond accordingly

### Personal/Professional Development:

The post-holder will participate in any training programme implemented by the Platinum Facilities as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

**Equality and Diversity:**

The post-holder will support the equality, diversity and rights of colleagues to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Company procedures and policies and current legislation.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights.

**Quality:**

The post-holder will strive to maintain quality within the Company, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Effectively manage own time, workload and resources

**Health & Safety:**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Platinum Facilities Health & Safety Policy, to include:

- Using security systems within the workplace according to Company guidelines
- Identifying the risks involved in work activities and understanding such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills
- Reporting potential risks identified.

**Confidentiality:**

- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information. All such information from any source is to be regarded as strictly confidential.
- Information relating to the business of the Company may only be divulged to authorised persons in accordance with the Company policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**Note:**

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but it is a guide, for information, to the job. It will be periodically reviewed in the light of developing work requirements in the role. The post holder will participate in the review.