

Contract Manager (Performance)

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| | Contract Manager (Performance) |
| Department: | Contract Management |
| Reporting to: | Head of Contract Management |
| Responsible for (staff): | Yes – one direct report – Contract Support Analyst |
| Location: | Field Based |
| General Purpose of Role: | Responsible for the management of FM Contractor performance in order to achieve a fully-operational and high-quality service for a major National Retailer, their customers and colleagues. |

The role of the **Contract Manager (Performance)** will be to manage the ongoing performance of the contract, from both a service and financial point of view. The role holder will do this by using targeted data driven intervention and field team input to challenge performance. All aspects of ongoing Supplier Management @ Sainsbury's (Service Reviews, Business Development and Strategic Planning) will be managed by this role for the group of contractors that they are accountable for, as well as ensuring that contractor payments (via the contractual and PPM flat files), annual budgeting, PPM and CPPM timescales are adhered to. The role holder will take an agile approach to this, working as part of a team each will have a group of contractors that they are responsible for however the focus and attention will be dynamic - energy and focus will switch, be dialled up or down based on risk.

The role holder will also have accountability for the PAYG (Pay As You Go) extra to contract spend within this category ensuring that the budget is not exceeded, estimates are reviewed and processing in a timely manner and that Sainsbury's are getting the best value for money from the estimates that the contractors submit. Technical advice and support will be available to assist the role holder from colleagues within the SMaRT hub.

ACCOUNTABILITIES

- Management of FM Contractor performance metrics in support of contractual requirements and Arcus FM KPIs
- Timely delivery of reports detailing FM Contractor performance, development plans and achievements within agreed formats and timescales
- Provision of budget planning and periodic variance analysis for FM contracts
- Maximising efficiency and effectiveness in the procurement of contracts for maintenance, support service and specialist equipment
- Responsible for the management of national FM Contractor performance, to ensure service delivery in accordance with the agreed contract terms
- Responsible for the development and implementation of FM Contractor specifications, KPIs and financial measurements that encourage suppliers to create a no-fault environment within the stores
- Responsible for monitoring FM Contractor SLA performance using Management Information data whilst driving continuous performance improvement
- Responsible for planning, organising and chairing regular Performance Reviews with FM Contractors
- Own the contractual relationship with the FM Contractors at Account Management level and be the prime point of contact for the Client in relation to performance of FM Contractors
- Provide escalation support for the operational Field Team and Helpdesk in relation to FM Contractor service delivery and performance

- Responsible for the validation of changes to contractual payments to FM Contractors and ensuring contractual payments are accurate and timely and in accordance with the agreed contract terms
- Support the Client in procurement exercises including Tender activities and contractor selection processes ensuring compliance with all corporate supply chain processes and procedures
- Line Management accountability for the Contract Support Analyst that is aligned to the category of contractors that the role holder is responsible for.
- Overall accountability for full financial performance of the contractors within the category that the role holder is responsible for including all extra to contract spend.

KNOWLEDGE AND SKILLS

Specific Qualifications: Some or all these qualifications will be preferable but not essential in delivering the role:

- Qualification in FM discipline

Experience

- Track record of managing third party contractor service delivery performance
- Successful experience of a client interface role at senior level
- Experience in the use of high-volume data for the purposes of trend analysis and performance improvement
- Experience in FM environment preferable but not essential
- Experience within a retail environment preferable but not essential

Knowledge

- Knowledge of performance measurement processes, SLAs and KPIs
- Understanding of Quality Management Systems and continual improvement processes
- Understanding of Health & Safety obligations and Legal compliance
- Knowledge of budget planning and financial control processes

Skills Competence

- Extremely organised and capable in prioritising work and meeting deadlines
- Excellent interpersonal skills, able to build relationships at all levels
- Able to absorb information at pace
- Ability to represent Arcus and project a professional image at all times
- Good negotiation skills and the ability to influence at all levels
- Ability to plan, organise and chair formal meetings at all levels
- Capable of preparing and delivering presentations to senior management and the Client
- Good data analysis and trend analysis skills
- Ability to analyse processes and identify gaps and improvement opportunities
- Able to think strategically to identify potential innovation and synergies that drive cost transformation and service enhancement

Behavioural Competence

- Confident communicator both verbal and written

- Self-motivated and driven
- Professional in approach at all times
- Methodical and analytical
- Strong team skills
- Ability to work in an agile and collaborative way
- Customer focused
- Commercial aptitude
- High ethical standards
- Passion 'Can do' attitude and willingness to develop

VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

OTHER FACTORS

- The post holder must be able to work flexibly, as determined by business requirements, including weekend cover if required