

## Contract Support Analyst

<b>Job Title:</b>	Contract Support Analyst
<b>Department:</b>	Contract Management
<b>Reporting to:</b>	Contract Manager Performance/Technical Contract Manager
<b>Responsible for (staff):</b>	No
<b>Location:</b>	Redditch
<b>General Purpose of Role:</b>	To provide day to day support to the Contract Manager, assisting in the efficient flow of WOs through the system from creation to completion, reviewing and approving estimates submitted by contractors, challenging poor performance, identify trends and reviewing data to drive value from the contract base.

The role holder will use MI data, dashboards, trackers and the CAFEM system to review, manage and control the flow of work orders for a group of contractors within a category managed by a Contract Manager (Performance) or a Technical Contract Manager. The role holder will support the Contract Manager (Performance) or the Technical Contract Manager in all aspect of the work order life cycle, ensuring that the contractors are making progress with their assigned word orders. They will review estimates submitted and approve them within defined financial limits, they will help the Contract Manager (Performance) or the Technical Contract Manager ensure that financial budgets are adhered to and that any extra to contract work is charged at the agreed rates as outlined in the contract. They will have an overview of the age profile of all work orders and the KPI performance of WOs within their category, they will be providing challenge to the contractor where appropriate. A key deliverable for the role holder will be to identify and articulate opportunities that drive value and service.

### ACCOUNTABILITIES

- Assisting with the day to day management of FM contractor performance metrics in support of contractual requirements and Arcus FM KPIs.
- Responsible for the efficient flow of work orders through their life cycle, providing insight and challenge where issues arise as well as looking for creative and innovative ways to remove blockers and sole problems that hinder this flow.
- Approve estimates for extra to contract works in line with the specific requirements of the individual contract for that contractor. Ensuring that the best value is achieved and that financial budgets are managed and met.
- Provide insight and analysis to the Contract Manager (Performance) or the Technical Contract Manager that will help them shape and drive the direction of the category and the contractors that they manage.
- The role holder will be challenged with identifying cost savings opportunities within the current contract structure and operating model.
- There will be opportunity to challenge and change current processes for the better of both Arcus in terms of new business opportunities and the Client in terms of service enhancement.

**KNOWLEDGE AND SKILLS**

## Specific Qualifications:

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

- Graduate in a relevant discipline
- Relevant FM (or category) related qualification

## Experience

- 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
- Knowledge of 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
- Good data analysis and trend analysis skills
- Ability to analyse processes and identify gaps and improvement opportunities
- Confident communicator both verbal and written
- Self-motivated and driven
- Professional in approach at all times
- Methodical and analytical
- Customer focused
- Passionate 'Can do' attitude and a 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**:

# JOB

## DESCRIPTION

- 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 role holder will be able to travel to the Arcus Redditch office on a daily basis.
- The role holder will be flexible and able to travel to London or other Arcus offices from time to time for meetings.
- Ideally the role holder will be able to drive so that they are able to travel to contractor's offices and client sites as and when required.
- Ability to work weekends on a rotational basis will be a requirement.