

JOB

DESCRIPTION

JOB TITLE

Job Title:	Contract Manager (Mobilisation)
Department:	Contract Management
Reporting to:	Head of Contract Management
Responsible for (staff):	N/A
Location:	Field Based / Home Based
General Purpose of Role:	Responsible for the management of FM Contractor mobilisations, and associated demobilisation, in order to achieve a fully-operational and high quality service for a major National Retailer, their customers and colleagues.

ACCOUNTABILITIES

The role of the Contract Manager (Mobilisation) will be to ensure a smooth seamless transition between contractors when contracts come to an end and/or new contracts begin. The role holder will establish what exposure or liability the client, the exiting contractor and/or the incoming contractor has based on a historic view of expiring contract or exiting contractor – this could be related to the service or financial performance. The role holder will take ownership of the exit management and on-boarding of new contractors from sign off at 3GL through to PIR or a time where BAU service operations have been achieved. Working as part of a team each will have a group of contractors that they are responsible for mobilising successfully however the focus and attention will be dynamic - energy and focus will switch, be dialled up or down based on risk.

- Management of FM Contractor performance metrics in support of contractual requirements and Arcus FM KPIs
- Maximising efficiency and effectiveness in the procurement of contracts for maintenance, support service and specialist equipment
- Responsible for the mobilisation and demobilisation of national FM Contractors, their performance during this period in accordance with the agreed contract terms

During the mobilisation and demobilisation period

- Responsible for monitoring FM Contractor SLA performance using Management Information data whilst driving continuous performance improvement
- Responsible for planning, organising and chairing 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

KNOWLEDGE AND SKILLS

Experience

- Track record of managing contract mobilisation and de-mobilisation
- 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 financial control processes

Skills

- 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

Qualifications

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

- Qualification in FM discipline

Behaviours

- 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

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- 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
- The post holder must be able to work from and attend meetings at various locations, including Arcus FM Head Office at Upminster, their operational base in Redditch; Sainsbury's Offices at Holborn, London (there is an expectation that the role holder will be able to work in London for at least 2 or 3 days per week) and Ansty Park, Coventry; and at FM Contractor premises potentially nationwide.