

Job Description

Contracts Manager

Job Title:	Reporting to:
Contracts Manager	Construction Director
Employees reporting to job holder:	
<p><u>All</u> people employed on site, including but not limited to: Site Managers, Commercial Manager, Design Manager/Co-ordinator, direct labour, sub-contractors & suppliers</p>	
Purpose of Role:	
<ul style="list-style-type: none"> • To drive the project and lead the day-to-day management of works on site to ensure the project is completed to the required Programme, Cost and Quality standards • To report progress, as required and in a succinct, timely and accurate manner • To set a high level of expectation, with regard to excellent Health & Safety and Site Presentation standards • To effectively manage key stakeholder relationships • To effectively manage key members of the team directly involved within the project • To effectively manage the level of communication between the Client and all departments and maintain a sufficient workflow to achieve the standards set out below. 	
Role Specific Responsibilities	
<ol style="list-style-type: none"> 1. Time: the Group Board, with your input, will agree key overall project milestones and you will be responsible for delivering these milestones including the coordination of all departments required to achieve these. 2. Cost: the Group Board, with your input, will agree a budget and cashflow for the project at the outset. The project will be reported against these budgets. You will be responsible for achieving the budget and the cashflow and where possible limit costs via target controls and where possible apply input to establish possible savings. 3. Quality: the Group has a very good reputation for high quality developments in terms of design, specification, construction, desirability and customer satisfaction. Your role is ensure the High Quality Construction procedures are adhered to, in order to minimise defects and reportable issues whilst adhering to the specification, overall design and aesthetics of the project. 4. H&S: an independent H&S advisory group carry out regular inspections on our behalf. You are responsible for ensuring that all health and safety requirements are met and the H&S file is completed in line with procedures. 5. Accuracy of Reports: reporting is an important communication function. You will produce a number of regular reports which need to be completed with a high level of accuracy and attention to detail. 6. Customer Care: to take overall responsibility for the handover of plots to the required quality standards and supporting the Customer Care Manager who deals with all customer care issues; ensuring adherence to all Customer Care Procedures 	

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7. **Adherence to Group policies and procedures:** the Group has a number of policies and procedures with which you and your project team will need to comply with. Any divergences should be promptly highlighted to your Line Manager.

All City & Country Employee Responsibilities:

1. To read, understand and adhere to all the principles set out in the **City & Country Vision, Values and Culture** document.
2. To positively embrace and follow the procedures in **Roles & Responsibilities**, the **Key Interaction Stages Summary (KISS)** and the relevant **Departmental Procedures**.
3. To read, understand and put into good practice the Company's approach to Health & Safety and the Environment as set out in **Health Safety & Environment at City & Country**.
4. To work diligently to achieve or exceed the agreed **Personal, Departmental and Corporate Objectives**.
5. To use the **City & Country Challenge** principles for all Manager and Director approvals.
6. To ensure that published Authority Levels are adhered to at all times.
7. To abide by all Company HR Policies.
8. To manage and allocate all resources effectively within your control on a day-to-day basis.
9. To be aware of all published best practice guidelines, legislation and regulations relevant to the role in order to discharge your duties in a well-informed and competent manner.
10. To read, understand and adhere to the **City & Country Health & Safety Policy**.
11. To nurture strong and mutually beneficial relationships with the other departments to improve communication, understanding, forward planning and delivery of the projects.
12. To represent the Company in a professional and ethical manner to strengthen and enhance the brand and reputation of the Group.
13. Any other ad hoc requests or projects as required from time to time

Management Responsibilities

1. To read, understand and adhere to the principles set out in the **City & Country Team Managers' Guidance Notes**.
2. To ensure that all team members are appropriately motivated and carry their responsibilities to the required standard and ensure all activities are managed accordingly to meet the program dates and delivered in the most cost-effective way.
3. To build a successful team, and proactively manage their performance and wellbeing throughout the works and establish goals and targets to which they can be monitored during the works.
4. To identify any training needs within the team and ensure that this information is reported to the HR Department and followed through to ensure City and Country are not at risk.
5. To ensure that appraisal interviews are completed.
6. To ensure that any performance/disciplinary issues are dealt with in conjunction with the HR Department.
7. To manage all necessary policies and procedures to ensure that a safe and healthy working environment is maintained.
8. To ensure all personnel are efficiently and effectively briefed as to their Health & Safety responsibilities and are capable of discharging the same.

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Management Responsibilities

9. To identify and manage all risks in a controlled and professional manner to the benefit of the company's profitability and reputation.
10. To ensure that any significant overspend (more than 5% or £5K, whichever is lower) is reported to the relevant Director, your Line Manager and the Finance Manager as soon as it becomes apparent and at least 4 weeks before an order needs to be placed or variation agreed and the commitment to spend made, so that alternatives can be discussed, considered and action taken that minimises spend and does not impact negatively upon the Project Programme.
11. To ensure that all communications with stakeholders are handled properly and in a way in which is consistent with the Vision and Values of the business.
12. To be responsible for providing the other departments with the necessary information, properly laid out, to enable them to discharge their responsibilities with the maximum of efficiency but at all times making best use of Company resources.
13. To ensure all information is suitably collated and handed over to Sales within sufficient time to accommodate completion activities and Customer Care are notified of such
14. To ensure administration is maintained and the reporting processes are carried out in accordance with company procedures including reports and documentation covered within the site Audits

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Person Specification:

1. At least 10 years' experience in a similar role, running a complex and profitable operation with proven success in the project management of complex and heritage projects together with a proven track record of constructing projects to a tight budget and demanding programme.
2. To have excellent leadership and motivational skills and an interest in training and developing the project team to achieve exceptional performance.
3. A thorough understanding and experience of NHBC and/or Building Regulations processes, detailing and specification requirements.
4. A thorough understanding of the Health & Safety legislation guidelines and requirements on site.
5. Experience of and passion for conversions and listed buildings, combined with new build and contracting experience.
6. Excellent programming skills, in a clear and logical manner, on a trade by trade basis.
7. To have a sound understanding of contract documentation and legal disputes, with good conflict resolution skills.
8. To be financially aware (cost management with good fiscal management and excellent budgetary skills and control)
9. To have good analytical, creative and problem solving skills; bringing forward well considered solutions, in a timely manner.
10. To be proficient in IT including Word, Excel and Microsoft Project.
11. Excellent organisational and time management skills.
12. To be interested in the detail, while keeping sight of the big picture targets.
13. To be commercially aware and astute.
14. Ability to remain calm under pressure.
15. Ability to prioritise tasks.
16. Resourceful and able to work under own initiative.
17. Excellent presentation skills.