

JOB DESCRIPTION

Position Title	Contract Manager	Department	Schools
Generic Job Title	Account Manager	Segment	Schools and Unis
Team Band		Location	Dublin
Reports to	Contract Director	Office / Unit name	HEB1 PPP

Role Description

An exciting new position has just opened up in one of our new PPP contracts, ROI Based. This Contract Manager role is aimed at individuals who have a 3rd level qualification in Building Services Management, Facilities, Engineering or similar but who have worked in an Operations capacity for the past 3-5 years. Ideally you will have managed a multi-disciplinary technical and operational team.

Role Purpose

Reporting to the PPP Contract Director, you will lead a team of managers, technicians and frontline staff responsible for the management of the day-to-day delivery of FM services to a PPP Contract, comprising two tertiary education buildings in central Dublin. This will encompass all aspects of FM included within the agreed SLAs including the management of in-house and outsourced resources to deliver both hard and soft services in addition to a lifecycle programme. This includes assisting with the effective management and delivery of planned preventative maintenance programs, responding to the 'reactive' needs of the client, to ensure continuous improvement and financial performance within agreed budgets.

Responsibilities

- Build and develop effective relationships with key stakeholders &/or customers and be comfortable working across all levels, ensuring excellent customer service to meet contract expectations and demands.
- Support the overall delivery of FM operations in terms of contract delivery, M&E services, legislative compliance, and contractor management.
- Achieve Key Performance Indicators and Service Level Agreement targets, ensuring consistency across the range of service and attend relevant meetings with Stakeholders to monitor service delivery standards.
- Line management responsibility for service managers.
- Ensure the contract is delivered to agreed budgetary parameters and manage monthly financial commitment, and maximise revenues and optimise overall expenditure across the contract.
- Build relationships with Service partners and attend regular planned meetings where appropriate and ensure full co-operation as and when required.
- Encourage, motivate & develop site based managers and teams, monitor progress, undertake per-formance reviews.
- Oversight of FM management systems for site based operations to ensure that jobs are appropriately logged and reported.
- Oversee the resourcing and managing of project works including, but not limited to, equipment up-grades and building and M&E asset replacements.
- Ensure the cultivation of innovation and best practice and share across the wider business unit.
- Key team member of Emergency Response Team, Incident management team / Business Continuity & Recovery Plan, along with being obtainable via phone 24/7.
- Manage multiple contractors / vendors to deliver services on time and within budget.
- Manage vendor procurement processes in accordance with agreed procurement guidelines.
- Implement and manage safety procedures to ensure the provision of a safe & secure working environment

Knowledge, skills and experience

Essential

- Engineering, related degree or equivalent. Recognised, facilities management professional qualification.
- Previous experience in management of FM Contracts and demonstrated ability to influence change where required, along with customer facing attitude and excellent team building / people management skills.
- Have experience in people management and coaching / influencing teams.
- Must satisfy all Garda checks.
- An understanding of basic technical aspects of FM (HVAC, Fire Protection system, Mechanical & Electrical system, BMS system).
- Proven capacity to understand and interpret commercial contracts.
- Intelligent approach to performance monitoring including relevant experience.
- IOSH / NEBOSH Qualifications and BIFM / CIBSE Membership (or other accredited bodies).

Other personal characteristics

- Strong communicator – Good presentation skills and possesses strong verbal & written communication skills also, an active listener.
- Passion for quality – has an eye for detail to make sure the best delivery of services.
- Self-motivated; confident & energetic.
- Flexible – able to adapt to rapidly changing situations.
- Strongly goal-oriented – able to focus on meeting all performance targets.
- Is a team player – able to cooperate and work well with others to meet targets.
- Proven ability to initiate and follow through with improvement initiatives.
- Open to new ideas & willing to challenge status quo.