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| Job Title | Hard Services Manager |
| Division | Atalian Servest Technical Services |
| Based at | City of London Contract |
| Hours of Work | 40 hours per week |
| Reporting to | Account Director – City of London |

# Concept

The Account Manager will be responsible for the performance of their Sites overseeing the day to day Operational performance, ensuring that the specific KPIs for their Sites are delivered. The Contract Manager must ensure that client relations are developed and maintained with regular communication essential for a collaborative relationship. The Contract Manager will lead their teams.

## Key elements to successfully carrying out the role will be:

* KPI Performance
* Client relationship management
* Leading and developing their team
* Innovation & Added Value

# Key Responsibilities and Accountabilities

## QSHE

Servest is committed to the very highest standards with regards to all aspects of Quality, Safety, Health and the Environment. The holder of this role will need to constantly demonstrate a similar commitment and ensure that they are working in conjunction with the relevant QSHE advisor.

### Statutory Compliance

* Ensure all statutory requirements are met and that there are no exposures to health & safety issues
* Ensure statutory requirements are met within the framework of all contracts and any delegated responsibilities are met on behalf of the Client
* Ensure all Compliance documentation is verified and stored for future reference.

### General

* Ensuring business policies and processes are effectively communicated, and implemented within the contract.
* Ensure the provision of healthy and safe working conditions and that both Client and Company health and safety policy and process is effectively implemented across both Servest and sub-contractors’ activities and are regularly reviewed
* Ensure appropriate control systems to ensure statutory, policy and contractual commitments are met.
* Ensure all staff training is relevant and up to date.
* To represent & support the client as appropriate in respect of Mechanical & Engineering in relation to project and fitout works as appropriate in an advisory capacity.
* To manage Access & Permit systems for clients Sub-Contractors in respect of high risk activities.

## Operational Performance

Monitor and manage contract operational performance against the contractual SLA’s and KPI’s to ensure that no/minimal performance penalties are levied. Attention should be given to Concept data in the following areas

* On time PPM Completion
* Full compliance with all statutory articles as applicable under UK or relevant national statutes
* On time completion of all reactive tasks
* Quotations including closure of any unaccepted quotation after 30 days
* Performance management in general

## People Management

Manage and develop people to promote high morale and motivation conforming to the basic management responsibilities set out in the company HR processes

### Training and Development

* Recruit, induct, coach, motivate, develop and, where necessary, manage the performance of direct reports.
* *Induction*: completing activities and planning any specific activities; agreeing and signing off job description; setting out 1st year objectives; discussing and agreeing training needs; drawing up training plan for 1st year
* *Training & Development*: carrying out reviews and recording these; ensuring that training plan remains relevant and achievable; ensuring opportunities for development are identified and recorded
* *Appraisal*: ensuring that objectives remain relevant and on plan throughout the 12 month period; conducting appraisal and review salary if appropriate; drawing out development needs and ensuring these are fed into the company Training Plan

### Communication

* General meetings; agree frequency and ensure they are run professionally with all Clients
  + Preparation of an agenda, distributed at least 24 hours prior to meeting
  + Minutes or actions recorded
  + Records filed within the relevant folder on the company central drive
* Responsible for implementing Company Policy across the business in relation to Group HR policies with particular emphasis on recruitment, vetting, immigration, induction, disciplinary and ongoing training.
* Communicate clearly and positively with staff at all levels in the Region to create a focus on business goals and build an environment where all staff are valued for their contribution.
* Dissemination of any company internal communications to the relevant teams and individuals
* Promote the importance of effective communication within the team

### General

Absence, disciplinary and grievance process management

## Record Keeping

Ensure all contractual documentation is filed on the central drive in accordance with the company filing system including but not limited to Contract information, variations, billing models, cost models, QSHE information, MI, Invoices and quotes, Performance and Compliance information

## Accounts Performance

### Financial

* Improve cash collection and achieve debtor days of 60 or less working with the financial team
* To ensure that the working, work in progress (WIP) is no older than 60 days

### Commercial

* Ensure that a full understanding of the requirements of all Contracts is established during mobilisation, handover briefing
* Identify and manage any commercial risks to Servest in a timely manner escalating to The Account Director as appropriate
* Manage the delivery of all services in the assigned area to provide consistently high levels of performance that meet contractual obligations to customers and the strategic objectives of Servest.

## Client and Customer Satisfaction

* Service Quality and Delivery – did we deliver what we promised on time with minimal impact on business continuity
* Evaluate information on service delivery and implement a process for identifying a baseline and measurement on an on-going basis
* Development of or working to Service Level Agreements:  
  Value for Money – effective cost management - cost within or met agreed budgets. Pro-active and innovative approaches demonstrated
* Service Management – effective administration and billing
* Good communication – responsive to the requirements and changes

## Relationship Management

* Develop and maintain excellent client relationships based on open and honest communication
* Effective supplier relationships to ensure they operate as part of the ‘Servest Team’ and deliver high quality services
* Develop the team, coaching, mentoring and encouraging all team members

# Person Specification

## Qualifications

A suitable technical qualification commensurate with a senior leadership role within a building services industry leader

## Personal Attributes

* Adaptable to change
* Commitment to Servest success
* Flexible
* Creative and effective reaction to operational issues
* Confident in managing meetings and articulate
* Ability to sell the ‘solution’
* Good Team Player & Manager
* Able to command credibility and be able to influence with all people/clients cross-organisation, board room to boiler room, suppliers & staff

## Experience

Minimum 5 years in Engineering Management or similar role within the technical services delivery industry

* Significant management experience operating within a multi-site/service sector environment (essential).
* Proven track record in delivering effective customer service whilst maintaining appropriate operating margins (essential).
* Hard working, outgoing and confident team player, who takes pride in their work, capable of showing initiative and is able to think quickly and commercially on their feet.
* Proven record of managing, motivating, developing and retaining a dispersed workforce both directly and through others.

## Skills

* Experience at interfacing at all levels throughout an organisation
* PC Literate – understanding of how to use the technology as a tool
* Communication and presentation skills of high level