


<b>Job Description Template</b>			
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	<b>Creation Date:</b> 25/05/18	<b>Next Review Date:</b> 25/05/20	

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## **Job Description – Industrial Services Contracts Manager**

<b>Department/location:</b>	Specialist Industrial Services (SIS) Division: based in Rugby
<b>Hours of work:</b>	40 hours per week: 8 hours per day Monday-Friday plus overtime as required to meet the needs of the business including nights and weekends.
<b>Reports to:</b>	General Manager
<b>Salary/wages:</b>	Circa £35 - £38k based on experience
<b>Holiday:</b>	25 days plus 8 bank holidays PA
<b>Other benefits:</b>	Company bonus scheme, pension scheme, death in service benefit, company vehicle

### **Job Summary:**

The Industrial Services Contracts Manager is a key role responsible for the management of a team of Industrial Services (IS) Operatives working on client sites, currently Cemex Rugby, LaFarge Cauldon, Viridor Peterborough, Ardley and Beddington.

The post holder will act as line manager for the directly employed staff and the primary client contact. Responsible for successful delivery of planned support services over several sites, ensuring the highest regard for health and Safety and client satisfaction, delivering works and taking budgetary responsibility for contracts under their control.

This is key role for someone looking to develop into an Operations Manager, covering a regional brief. The post holder will need to be a positive engaging manager, leading by example, promoting good working practice by setting the highest personal standards in safety, attendance, behaviour, courtesy and professionalism.

### **Main Duties will include (but not be limited to):**


#### Operational Supervision

- Line management and supervision of IS Operatives on sites to provide a professional service in a timely and cost-effective manner, ensuring jobs are completed on time and to the customers' satisfaction.
- Ensuring regular and effective client interaction at all levels of team.
- Planning for the effective supply of labour and resource across the client base to meet customer and budgetary requirements, maximising divisional profitability.
- Mentoring, development and recruitment of IS team on sites including 121's and bonus scoring.
- Ensuring site paperwork is submitted and authorised by client, to enable invoicing and payroll.
- Ensuring a high level of near miss reporting and that any incidents are reported through the correct channels and actioned.
- Carrying out site audits and reporting of compliance on internal and customer systems.
- Ensuring all kit and equipment is regularly inspected, available and safe for use, any defects notified.
- Effective management of absence and holiday cover to minimise client service level interruption.
- Providing support in the event of out of hours client requirements on a rota basis.

#### Customer liaison

- Ensuring regular and effective client interaction.
  - Regular clear customer contact and meetings, clear client communication
  - Formal and informal reviews, and follow ups
- Oversee jobs in progress to the satisfaction of the customer, ensuing full compliance with legal, Company and customer QHSE requirements.
- Ensure all works delivered in line with contract requirements, to enable the company to ensure contract extension and renewals.

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### General H&S Responsibilities:

- Comply with Health & Safety requirements: as per training, policies, procedures, risk assessments, method statements, safe systems of work etc.
- Actively seek to improve safety culture.
- Ensure relevant Health & Safety issues are raised immediately through the appropriate channels.
- Issue Risk Assessments and Method Statement (RAMS), toolbox talks, and safe systems of work where required, ensure RAMS are maintained for all tasks, regularly reviewed, communicated to and understood by all.

### Other General Responsibilities:

- Attend training as required to maintain personal qualification/competence.
- Comply with the Company Equal Opportunities Policy and promote equality.
- Any other duties as required by line management, commensurate with the post holder's level of training and competence.

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### Person Specification

Qualifications/Training	E / D*	How assessed***
IOSH managing Safely	E**	CV
Full UK driving licence to travel between client sites	E	CV
Safety and Risk Awareness training CSCS or CCNSG Safety Passport type course (or in house company training on safety) to Supervisor level	E**	
Plant use experience: forklift, telehandler, dumper, skid steer, MEWP certification	D	CV
<b>Experience</b>		
Heavy industry; waste / heavy process plants / power / manufacturing / rail / quarrying / construction or similar	E	CV
Knowledge of safety systems, working to risk assessments and method statements, isolation procedures etc.	E	CV
Client Liaison / Contract management experience	E	
Experience leading site operations, and labour teams	E	CV
<b>Specific Post Knowledge/Skills</b>		
Operating industrial cleaning equipment or similar large machinery	D	CV
<b>Personal Characteristics</b>		
It is a requirement that employees working on heavy industry sites are medically fit to perform these duties. This will be assessed by an Occupational Health professional after a conditional offer of employment is made and will be subject to periodic re-assessment.	E	PA
Good communication and listening skills	E	I
Good customer service manner and able to communicate with customers at all levels	E	I
Able to use initiative to solve work-based problems	E	I
Ability to challenge poor practice	E	I
Punctual, flexible and organised	E	I
Lead by example	E	I
Conscientious to ensure tasks completed within agreed deadlines	E	I
Numerate and literate to process paperwork associated with post	E	I
Flexible approach to working hours	E	I
Adaptable to daily changing situations	E	I

\*Essential or Desirable

\*\*Essential but may be achieved post-employment

\*\*\*Application Form or CV; Interview; Presentation; Practical Assessment