

CCS National Operations Manager Job Description

Job Title:	National Senior Contracts Manager	Job Category:	Operations
Department/Group:	Operations	Job Code/ Req#:	
Location:	Andover Offices/ (National)	Travel Required:	Yes
Level/Salary Range:	£60,000/£65,000 P/A	Position Type:	Full-time
Senior Contact:	Danny Gladwyn	Date posted:	NA
Will Train Applicant(s):	Yes	Posting Expires:	NA
Applications Accepted By:			
E-mail: danny.gladwyn@correctcs.co.uk Attention: Danny Gladwyn		Mail: Danny Gladwyn Unit 21B Hopkinson Way West Portway Andover Hampshire. SP10 3ZE	
Job Description			
<p>Job Purpose:</p> <p>To oversee and manage all operational deliveries across all national office locations, to manage all Contract Managers across all work streams within social housing sector, Gas/heating Installation, Renewable energy, Term service and maintenance contracts, Major Projects such as Mechanical/Electrical refurbishment schemes, specialist Electrical testing programmes, door entry and warden call maintenance. Also to manage whole house retrofit contracts in line with PAS2030/2035. To manage delivery of all services and high levels of commercial control and customer/client satisfaction.</p> <p>Duties:</p> <ul style="list-style-type: none"> • Management of contract managers to ensure contract compliance with all work streams and business activities. • To be available to train, develop and guide contract managers. • To build and develop a robust top class customer experience across all engagements and all work streams within CCS. • To support National Operations Manager. • To ensure continuous improvement and application of CCS business/quality processes in all aspects of our service. 			



- To manage, improve and maintain first class processes and end to end management of works and company processes.
- To arrange and manage senior meeting schedules and enforce actions and improvements.
- To develop and train contract managers in commercial awareness, PNL management, forecasting, budgeting and planning efficiently.
- To continually improve customer satisfaction, client reporting, WIP and IT interfaces.
- To organize, host and manage client meetings and briefings.
- To manage any trainees and formal training plans, improvement plans.
- To complete staff appraisals, reviews, recruitment and disciplinary as required within your teams.
- To continue to build positive relationships and collaboration between operational delivery teams and commercial functions within the business.
- Engage with compliance and HR to ensure CPD and continued training for Administrative staff across the business.
- To provide business forecasting and in-depth reporting to Directors weekly/monthly and quarterly.
- To support bid management and tender submission with input and support to bid writers and estimators.
- To ensure robust weekly and monthly reporting regimes from contract management teams, nonconformance and defect management.
- To ensure timely and effective business process via Protean/management systems to aid accurate and speedy valuations, invoicing and work close down from all branches and contract areas.
- To manage clients, escalations, contractual problems and improvements proactively in a partnership focus.

Skills/Qualifications:

- Experience and proven track record of at least 5 years at senior management level in social housing contractor
- Proven experience in the management of similar contracts/contract managers of a turnover in excess of 10M
- Proven commercial management skills and awareness, understanding of finance mechanisms such as forecasting and PNL analysis.
- Formal qualification in operational management and preferably technical training in one of CCS main disciplines Gas, Electrical, Retrofit.

Experience Required:

- Minimum of 5 years' experience as an operational head/senior contract manager.
- Experience of working across all work streams installation, maintenance, projects,
- Commercial knowledge of accounting, NHF/SORS, process management in social housing sector.
- Proven experience in top class customer service
- Willing to gain further qualifications in operational business management.
- IT understanding of management systems, KPI's, WIP and service through innovation.

- Digital awareness and customer experience knowledge.
- Understanding of JCT, MTC, NEC and partnership contracts
- Understanding of compliance requirements and process management in social housing sector.

We are an equal opportunities employer, and we welcome applicants no matter what their ethnicity, gender, sexuality, beliefs or nationality.

- A clean UK driving license and DBS check will be required.

Reviewed By:		Date:	
Approved By:	Danny Gladwyn	Date:	20-03-2021
Last Updated By:		Date:	

