

Job Title:	Commercial Contracts Manager
Team:	Hales and Coultas Plumbing and Heating
Responsible to:	General Manager
Salary:	£49,785

Overall Purpose of Job

The Commercial Manager will have responsibility for the day to day delivery of all Commercial engineering work, including delivery of all private Commercial and domestic installation schemes, inspections, repairs and servicing.


The Commercial Contracts Manager will have direct responsibility for engineering teams delivering in these works and overall responsibility of the contract delivery elements, reporting into the General Manager at all times.

This role will work closely with the General Manager to support the growth aspirations of the business and to report on any contracts that the Commercial Manager has responsibility for.

Main Responsibilities

- To work closely with the Sales Support Executive to identify new commercial opportunities, provide technical information and site surveys as required and help set project budgets
- Ensure that work is delivered in line with project budgets and timescales
- Post award, to arrange and undertake client meetings for contract mobilisation (where required) and contract management meetings
- Provide monthly internal and external reporting as required
- To manage and resolve day to day operational issues as they occur
- To liaise with suppliers to ensure the correct materials are available
- To line manage and monitor directly employed engineers including the inductions, probations, annual reviews, scheduling of work and the quality of delivery.
- To manage and monitor subcontractors on your projects



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- To work with the Office Administrator to ensure all engineer training is in place and up to date
 - To manage delivery of assigned contracts, including scheduled and re-active boiler and heating installations and repairs
 - To liaise with customers/tenants pre, during and post installation ensuring that they are full aware of what work will be carried out and when.
 - To ensure continuous customer care is in place throughout the works and that any issues raised are dealt with to avoid complaints. Where a complaint is made that the complaints procedure is fully adhered to.
 - Working with the General Manager and Sales Support Executive to grow revenue and market share of Commercial work and renewables
 - To work with the General Manager and other contract Managers to support the recruitment of new staff and apprentices
 - To manage and define onsite Health and Safety RAMS
 - Create all invoices and work valuations in a prompt timescale in line with Company procedure
 - Manage Health and safety
 - Manage compliance pre and post install

Knowledge, Skill and Experience Required

- Practical experience of managing contracts and works
- Industry experience would be advantageous
- Good knowledge of MS Office including Excel
- Excellent people management skills and an eagerness to support staff development
- Understanding of cost controls and financial planning on works
- Good health and safety knowledge
- Organisation and reactivity are key to this role