



JOB DESCRIPTION: Contracts Manager.

LOCATION: Head Office, Units 1-6, Old Station, Higham, Bury St Edmunds

REPORTING TO: Senior Operations Manager

RESPONSIBLE FOR: Directly employed & subcontractor installers, contracts supervisor.

Job Role:

To assist in developing the energy efficiency measures and enabling trades including managing the installations & supply chain to enable completion of contracts in accordance with our third-party accreditation, regular site visits to ensure works are to be completed as our quotation & in accordance with third party accreditation. Preparation & collation of all required paperwork to enable invoicing & handover as required, projects require inspection on completion to ensure all works completed & correctly, inspection forms to be completed, hand over forms to be issued to client on completion.

Key Responsibilities:

- To manage contracts on a day-to-day basis and attend sites to ensure ongoing works are being carried out in accordance with specification along with completing reports of site visits.
- Regular liaison with Aran's management team advising on site progress and site requirements to provide continuity of works.
- To manage all health and safety of site personnel and requirements of clients.
- To manage site lead supervisors / Site supervisors, including management of diaries
- To manage complaints received and resolve outcomes, to include completion and logging on data base of the resolution.
- To complete time sheets accurately and provide to accounts for payment to operatives.
- To procure hire equipment when & where required for undertaking of works.
- To maintain all plant and equipment used, to include providing updates on new plant requisition / requirements.
- To manage training requirements of directly employed operatives and maintain existing training certification.

Contract Duties:

- Attending a range of project groups and technical meetings as required.
- Dealing skilfully with a diverse range of people including clients; sub-contractors; members of the public.
- Establishing new, and maintaining existing, long-term relationships with customers.
- Managing and interpreting customer requirements - listening to clients and using astute questioning / experience to understand, anticipate and exceed their needs.



- Persuading clients that a product or service will best satisfy their needs in terms of quality, price, and delivery.
- Recording and maintaining client contact data in specific contract files; Job files & electronic files need to be kept up to date, with copies of site inspections, snagging sheets issued & record of rectification, hand over / sign off sheets to client.
- Preparation & issue project specific Method Statements, Risk & COSHH Assessments & maintain throughout the duration of the contract. Ensure RAM's are correct with specific client & project details throughout.
- Negotiating prices and terms with material and plant suppliers.
- Negotiating rates and terms with subcontractors. Issue sub-contract purchase order. Rates / lump sums are to be agreed with senior management prior to issuing to contractor.
- Procure the materials, plant, and subcontractor works in a timely manner to meet the start of the client's programme.
- Manage the installation of the services, through regular site visits, to meet or exceed the client's programme.
- Manage the installation of the services to the required standard as specified by the manufacturer & third-party accreditation; Site visits to inspect works completed & ensure installation is correct, if not issue snagging list & record.
- Complete regular site inspection checklists & inspections forms as required by our third-party accreditation throughout the duration of the contract. Record in job files & electronically site inspections, snagging lists & rectification, hand over / sign off sheets to client.
- Issuing sign off / handover forms for completed works. Record sign-off / hand over in job file & electronically.
- Maintaining progress of work documentation & required information for applications, valuations & invoicing. Record works completed & any additional works / day works to be recorded separately, with instruction from client / day work sheet signed by client.
- Provide required information & assist in the submission of Operation & Maintenance (O&M).
- Secure additional works on secured contracts wherever possible. Additional works to be recorded separately, with client's site instruction or signed day work sheet. No additional works without confirmation of instruction.
- Pricing of variations, additional works to the maximise contract opportunities. Pricing to be checked with senior management prior to issuing.

Valuation/invoicing Duties:

- Provide required information to enable submission of applications, valuations & invoicing valuations / invoices on a monthly or end of contract basis, whichever is sooner.
- Directly employed time sheets & sub-contractor invoices, to be reviewed & calculated and then sent to accounts for payment.

**General Duties:**

- Attend Department meetings when required.
- Attend other internal meetings as required.
- Keeping accurate records of discussions or correspondence with customers. In job file & electronically
- Meeting with other managers to discuss possible joint opportunities.
- Meeting with Line Manager and Director to discuss any topical issues and plan the growth of the department.
- Perform any other Ad Hoc Duties, which may be required by the business from time to time.

Essentials:

- Site supervision experience preferably in the Insulation, retrofit and renewables sector.
- Experienced in dealing with clients & contractors.
- Comfortable handling complaints and managing conflict.
- Excellent communication skills and good at building relationships.
- Ability to act quickly in a fast-paced environment with a problem-solving mentality.
- Driven to ensure our installs are completed 'Right 1st time' in line with our company values.

Desirables:

- SMSTS / SSSTS Managing Safety
- IOSH / NEBOSH

The Contracts Manager will be based at *the* Aran Insulation Head office, in Higham and will work normal office hours Monday to Friday 9am to 5pm, however on occasions will be required to work outside these hours and away from the head office. Staff are required to attend occasional training courses, conferences and meetings that may necessitate staying away from home overnight.

Note:

This is a description of the job as it is constituted at the date shown. It is the practice of Aran Insulation Limited to periodically examine Job Descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. The MD, and management team of Aran Insulation Limited will conduct this procedure in consultation with the post holder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible, management reserves the right to make changes to your job description following consultation.

Aran Insulation Limited is fully committed to Equality, Diversity and Inclusion in all areas of our business including the appointment of staff. We ensure that applicants who meet our shortlisting criteria are invited to our recruitment process.

Due to the nature of our work, we undertake criminal record checks with the Disclosure and Barring Service for all successful applicants, and periodically thereafter. Should an applicant not



satisfy our background checks any conditional offer of employment or employment may be withdrawn.

Description prepared by: Rob Townley (Senior Contracts Manager) Date: 11/10/2024

Description agreed by: Craig Thomson (Sales and Operations Director) Date: 11/10/2024