

<b>Title of Position:</b>	Contracts Manager - Maintenance
Based at:	Multiple Sites – but based out of Sykes House
Hours of work	Between 8am to 5pm
Reporting to:	Senior Commercial Manager
Working Relationships:	Colleagues, Customers & Suppliers

## About Us

Established in 1759, Sykes & Son Limited is the UK's oldest independent building contractor. Trading for over 265 years, Sykes has evolved from a small specialist contractor – a glazier, plumber, decorator, and small builder – into a medium sized, multi-discipline contractor with an annual turnover of £30m.

The company has three main workstreams: Building, Mechanical & Electrical and Maintenance. This diversity of self-delivered services allows us to offer a “one stop shop” solution to our clients. Furthermore, we have the flexibility to carry out minor works through to multi-million-pound projects.

We are incredibly proud of the part that we have played in restoring, building, refurbishing, and maintaining our capital's heritage over the years. From royal palaces to world renowned museums, galleries, and universities, we continue to forge long-term working relationships at London's finest buildings.

## Role Summary & Purpose

The Contracts Manager – Maintenance, shall be accountable for the leadership and management of Building Engineering Services Maintenance Services and Operations within a defined area and/or portfolio of contracts, in London, within the area encompassed by the M25.

Through the effective management of a team of Engineers and Sub-contractors, the Contracts Manager will hold accountability for the successful delivery of the Operational Services objectives and Profit & Loss (P&L) for Contracts within their span of control, ensuring Customer satisfaction and contract performance measures are exceeded, to ensure that Customer relationships are developed and maintained.

The role holder will ensure the profitable Contract performance through P&L analysis, the development of effective Customer relationships, and the efficient and compliant delivery of both Planned Preventative Maintenance (PPM) and Reactive Maintenance via both internal and external resources.

The Contracts Manager will operate as a key member of the Maintenance Management team within Sykes & Son Ltd. providing credible and effective leadership for service delivery, for our Employees and Customers. The Contracts Manager will be the driver of safe working practices within their area of control.

## Key Responsibilities and Duties

- Responsible for the successful and profitable contract delivery of circa £2-3m of income within the defined geographical area
- Leads, motivates, supports, and develops a team of Engineers, ensuring that all people management processes are adhered to, and a culture of performance management and continuous improvement is prevalent
- Acts as an initiative-taking and positive member of the Maintenance Management team, taking the lead on product-wide improvement programs and projects, and ensuring that Contract programs of work are rolled out in a consistent manner
- Active participation and self-development with industry networking channels/membership bodies to ensure continual improvement to ensure they remain in touch with “modern practices”, technology and best practice
- Undertakes a key Customer interface role, particularly on key sites within specified geographical area, ensuring that Sykes are visible, approachable and that the entire delivery team clearly understands the Contract requirements and measures
- Ensure compliance with all Health and Safety Legislation associated with the Contracts within their span of control and Company Policies
- Analyses Key Performance Indicators (KPI) and Service Level Agreements (SLA) performance to deliver to target. Identifying areas for improvement and drives improvement initiatives through management and delivery teams
- Responsible for supporting the Maintenance Services strategy within their area of responsibility inclusive of demonstrable activities that promote a “One Team” ethos and the ongoing staff awareness and support for the Mission, Vision, Behaviours & Goals
- Responsible for employee development, succession planning, employee empowerment and talent management across teams including support for talent pipelines i.e., Apprenticeships
- Responsible for the implementation of efficiency strategies, driving and exceeding the self-delivery productivity and cost reduction
- Support the performance management of key suppliers within their contract span of control, ensuring that they deliver to the required standards
- Creation and distribution of ‘Key Management Information Reports’ both to the customer and internal Sykes teams
- Responsible for role modelling business values and behaviours including but not limited to, the demonstration of value for money, equality, diversity, and inclusivity across the operational business, accountable for the development of a strong and positive colleague culture within the business.
- Responsible for the tactical management and delivery of the scheduling process within their defined span of control
- Driving business growth within their span of control and supporting new business costing, tendering and mobilisation
- Will be required to step up for and cover for the Senior Commercial Manager on occasion

- Manage Operational issues, escalations and resolutions with and between all stakeholders
- Will be required to be part of the management of out-of-hours, 'on call' (call out) escalations

### Key Dimensions

- C4-15 direct reports
- Accountable for £2-3m Contracts ensuring retention and growth targets are met
- Accountable for the delivery of agreed budgeted margins
- Accountable for the management of Work in Progress (WIP) levels & Debt Management to agreed targets
- Accountability for safe and compliant performance of all sites across portfolio
- Accountable for the agreed SLAs across Contracts and supply chain within their span of control
- Create a culture of cooperation, collaboration, and teamwork across the Skyes operation and ensure a smooth interface with relevant stakeholders
- Support all Maintenance Teams to ensure people development and talent growth to build a strong and professional team to enable succession planning
- Demonstrable experience of P&L management, with a proven history of effective cost management and margin achievement
- Responsible for leading, supporting, managing, and developing a Team of Engineers and operational personnel to improve performance
- Responsible for undertaking performance management process and employee relations issues, including attendance management, discipline, and performance management

Skills	Essential	Desirable
Electrical, Mechanical or Building Services Engineering. HNC or Equivalent	x	
NVQ 4 or above in Management & Leadership area with Finance Management		x
Capable of costing and Supervising Reactive Repairs and Small Projects	x	
A proven track record of delivery within the M&E Maintenance sector P&L management of values up to £2m	x	
Knowledge of MTC, JTC and NEC forms of contract, included experience of supporting contract bid submission in terms of contract costing against assets and SFG20	x	

Experienced in Statutory & Mandatory Compliance Maintenance Records / Certification and uploading onto Service System	x	
IOSH Working / Managing Safely, Safe system of Work Procedure – PTW; RAMS etc.	x	
L8 Training (Desirable), Legionella		x
Leadership experience combined with good Mechanical and Electrical technical knowledge	x	
Proven experience as Contracts Manager across multiple projects / contracts	x	
Demonstratable levels of reliability, good health and ability to lead by example	x	

Personal Attributes	Essential	Desirable
Clear and confident written and verbal communication skills	X	
Knowledge and skills to effectively problem solve	X	
High level of self-motivation, organisational ability and drive to meet deadlines	X	
Commercial Aptitude, demonstrate the ability to manage commercial disputes both financial and operational	X	
Negotiation skills	X	
Customer Care / Satisfaction Skills in a client facing environment	X	
Strong presentation skills, with the ability to effectively create and deliver effective written reports and verbal presentations	X	
Excellent leadership skills, with the ability to positively influence delivery teams and customers	X	
Excellent knowledge of Health, Safety and Compliance legislation relating to the buildings services industry	X	
Demonstrable experience in an Assistant Contract Manager with a technical background	X	

## Benefits

- Life Assurance
- 25 days annual leave + 8 Bank holidays
- People's Pension Scheme (EE 5%, ER 3%)
- Cycle to Work Scheme
- Access To Mental Health First Aider
- Refer a Friend to Work Scheme
- Discretionary Bonus
- Professional Development
- Occupational Health Support
- Employee Assistance Program
- Payment for Professional Subscription

If you are interested in this role, please email your CV to [careers@sykes1759.co.uk](mailto:careers@sykes1759.co.uk)