

JOB TITLE	Contract Manager
LOCATION	Oxford, United Kingdom
EMPLOYMENT	Permanent

DESCRIPTION OF FUNCTION

To provide efficient and effective management of all Fuel Supply Contracts, i.e Local Authority, commercial & industrial and merchant inputs to ensure all contractual and legal obligations are fulfilled whilst maintaining first class levels of contractual compliance, safety, health, environmental, fuel quality and commercial optimisation.

Monitor, evaluate and develop action plans to seek to adopt continuous improvement in contract performance.

To develop and maintain the contract risk register, ensuring legislative compliance and ensuring adherence to Company policies and procedures.

To liaise with operational site management to ensure that fuel supply volumes are sourced and maintained and managed to fulfil operational requirements.

To liaise with operational colleagues, fuel suppliers and hauliers to ensure fuel quality and adherence to site rules.

To develop and manage contingency plans to manage fuel supply volumes during periods of planned and unplanned outage.

To source fuel on the best commercial terms, quality specification and net calorific values (NCV) to company targets and budgets expectations in terms of price and volume.

JOB RESPONSIBILITIES

- Create and sustain an effective rapport with clients and understand their needs. Maintain and develop constructive, service-orientated dialogue with all relevant client representatives.
- Manage all customer relationships, contractual and non-contractual to deliver on stakeholder expectations in accordance with contractual requirements. Contract Manager to ensure Operational and Contractual obligations to its internal and external customers are fully met.
- Ensure adherence to the Strategic Plan including sourcing and management of other customers, improving operator and sub-contracted supplier performance to achieve or exceed contractual and financial objectives.
- Monitor, audit, evaluate and record performance. Implement and action improvements to maximise the performance of contractual/non-contractual requirements to ensure these are delivered. Target improvements to boost Contract/non-contract Performance, value for money for both the client and operator and profitability.
- Work with the stakeholders to ensure regulatory compliance, service objectives and contract performance is optimised.

- Be the main point of contact for Local Authority, Commercial & Industrial and merchant Customer nominated Contract Managers on all Contractual issues. Act as the main contractual point of contact between Company and clients, ensuring timely review and communications.
- Maintaining contractual/fuel supplier records and documentation, such as receipt and control of all contract/non-contract correspondence, contractual change, status reports and other documents for all projects.
- Deputise for and support Head of Contracts, other Contract Managers and regions, as required, on a day to day and strategic basis for all parameters, elements and responsibilities for the Contract Manager role.

CAPABILITY PROFILE; KNOWLEDGE, SKILLS AND EXPERIENCE

Knowledge Skills

Essential

- Knowledge of contract management
- Knowledge of finance including budgeting, forecasting and Profit and Loss accounts
- Budget process – capex and opex
- Monthly reporting system for P&L

Desirable

- Knowledge of waste management or environmental services sector
- Legislative knowledge within the waste Industry

Skills

Essential

- Excellent communications skills with the ability to quickly develop and maintain working relationships
- Well developed skills of persuasion and presentation
- Self motivated, able to work on your own and/or within teams
- Well organised and logical thinker with an eye for detail
- Good written and numerical skills, IT literate
- Ability to produce high quality, succinct and accurate reports for a variety of audiences and to tight deadlines
- Commercial acumen and strong negotiator at all levels
- Able to manage conflicting priorities to good outcomes for all parties
- High level communicator, written and oral
- Working to strict timelines under pressure
- Strong computer skills and proficient in Microsoft Software

Desirable

- Experience of development and implementation of new systems and procedures
- Weighbridge system experience

Experience

Essential

- Managing client relationships
- Contract management, complex contracts, payment mechanisms, performance management frameworks
- Commercial contract management and negotiation

Desirable

- Waste management experience
- Tender bid preparation submission/Management
- Local Authority contract delivery

Qualifications

Essential

- Full driving licence
- GCSE Grade 4 or above in English and Mathematics

Desirable

- Educated to degree level or equivalent, or Management qualification
- H&S qualification e.g. NEBOSH/IOSH or equivalent