

**PURPOSE:**

To provide “Brilliant Basics & Beyond” Engineering to The Crown Estate portfolio.

ACCOUNTABLE TO: Account Director

ACCOUNTABLE FOR: Team of Static & Mobile Engineers

ROLE:

Contract Manager - TCE

MINIMUM FOUNDATION SKILLS:

Recognised Trade Apprenticeship or NVQ Level 3 in Trade;
Technical Member of IET or Equivalent;
Incorporated Engineer (IEng) or Engineering Technician (EngTech).

OVERVIEW OF RESPONSIBILITIES:**HSE & COMPLIANCE**

- Role modelling HSE behaviours & best practice;
- Leading HSE culture throughout the team;
- Site Safety Inspections;
- Escalation for Crown & Managing Agent audits;
- Delivering scheduled Tool-Box Talks;
- Accountability for team adherence to HSE legislation, process & policies (both Statutory & Company) for team, including accident investigation, reporting, risk assessments, audits;
- Accountable for water, fire & life safety systems compliance for buildings within remit.

COMMERCIAL

- Ensuring area of responsibility always meets its contractual obligations professionally and safely;
- Fully understanding commercial contract & scope of service delivery within cost books;
- Manage WIP for area of responsibility & report on weekly basis;
- Ensure all invoicing is submitted within the required timeframe & extensions applied for where necessary;
- Adhere to appropriate authority levels for all commercial activity.

PEOPLE

- Role model leadership behaviours & personal development to inspire team & set positive example;
- Actively promote all facets of Inclusion, Diversity & Belonging within the team;
- Recruit, retain and develop the Engineering team to achieve a minimum of Technical Competence compliance;
- Participate in regular succession planning & identification of pipeline talent from within the contract, wider Integral / JLL business & further;
- Competence in and up to date knowledge of HR people management policies & procedures, including Sickness & Absence & Performance;
- Be an advocate of job shadowing, role expansion and cross business knowledge sharing.

OPERATIONS

- Ensure excellent service delivery standards are always achieved;
- Manage delivery of PPM & Reactive works; overseeing completion within the relevant timeframe;
- Daily review of E-Logbooks, Risk Registers to track actions and close out before becoming overdue;
- Working closely with the Managing Agent team and Supply Partners to become “OneJLL”;
- Uphold and aspire to exceed Customer expectations to create an outstanding Customer Experience for tenants, retailers, the general public & TCE customer;
- Manage sub-contractor activity on relevant sites, ensuring contractual obligations are met, potential savings are identified and reported upon & all works are delivered safely;
- Regular formal & informal review of PPM activity to validate workmanship and schedule.
- Working within agreed protocols for Small Works & Extra Works to provide quotes for the consideration of the FM team;
- Build and maintain positive relationships with customers and tenants at all levels of authority;
- Cover the call-out rota in conjunction with other Contract Managers on a rotating basis;
- Production of high quality technical and situational reports as required;
- Leading where appropriate & active participation in JLL One Team meetings;
- Promoting use of technology platforms to support Condition Based Maintenance practices and supporting the FM team to understand benefits to their buildings and customers.

EXPECTED BEHAVIOURS

CLIENT

Passionate Customer Connections: Level 2

Speak Up- Listen Up: Level 2

Act with Urgency: Level 2

Business First: Level 2

PEOPLE

One JLL: Level 2

Add Value to Team: Level 2

Inspire: Level 3

Emotional Intelligence: Level 2

OPERATIONAL EXCELLENCE

Brilliant Basics: Level 3

HSE: Level 2

Sustainability: Level 1

Technology: Level 1

GROWTH

Welcome Change: Level 2

Commercial Awareness: Level 2

Ent / Ind Knowledge: Level 2

Evolve: Level 2