

Job Description - Contracts Manager

About Toppesfield –

Founded by Chairman Matthew Pryor in 2004, Toppesfield has grown from strength to strength and has risen to its current position as the UK's largest independent surfacing contractor. Delivering projects nationwide, Toppesfield is the first name in surfacing, no matter what the size, sector, or location. Here at Toppesfield, our goal is to continually raise the benchmark for surfacing and associated services to the highest possible standard, thereby enhancing our position as contractor for choice for all surfacing works. We have created 300 jobs, established seven regional offices, and achieved an estimated turnover of £100 million and pride ourselves on the impeccable standards of workmanship that has delivered year on year growth.

Role description –

Ensuring the effective and safe maintenance and repair of Toppesfield plant and machinery and ensuring due regards to both Health and Safety and the perception of the company to our clients and staff ensuring that all the below are carried out. Managing delivery of multiple projects, ensuring sign-off and delivery of projects to satisfy targets and expectations. Managing client relationships from work winning through to delivery and retaining the client following the achievement of expectations.

Key Responsibilities –

- Acting as prime senior contact for customers in the area, attending meetings, promoting closer working, and developing future workload for Toppesfield. Liaison and interaction with central commercial management team.
- Promoting Company Values by example and encouragement of the area teams.
- Responsibility for the operation of all the area teams by monitoring site operations, work winning and profitability of workload.
- Regularly interacting with all staff at an appropriate level and take actions to ensure a motivated, competent, and adequate work force.
- Implementing the decisions and wishes of the Senior Management Team, cascading information and initiating change where required.
- Responsibility, through Commercial and Quantity Surveying teams, for commercially successful financial operations, including cash flow and timely production of monthly accounts and internal reports.
- Planning and directing the business to meet the changing needs of the industry within the area, and develop the resources needed to meet them.
- Ensuring that communication takes place between all members of the team.
- Directing, and where required, taking part in disciplinary procedures to ensure compliance with company rules and the law.
- Promoting the wider interests of the whole of the Toppesfield group.
- Carrying out any other tasks that from time to time may be reasonably requested by the company.
- Communicating, leading, and developing the team to generate motivation for efficient and effective working of the unit.

- Recruiting, developing, and training the workforce and promoting good employee relations.
- Responsibility for the operation of all the area teams by monitoring site operations, work winning and profitability of workload. Preparing a monthly variance report against agreed performance criteria to area/general manager.
- Enabling and supporting the Toppesfield fleet manager and co-ordinators to discharge their principal accountabilities of their job description.
- Communicating, leading, and developing the team to generate motivation for efficient and effective working of the unit.
- Communicating, leading, and developing the team to generate motivation for efficient and effective operation of the business.
- Responsibility for the contract management by monitoring site operations and profitability of projects.
- Implementing the decisions and wishes of the Senior Management Team, cascading information and initiating change where required.
- Organising labour and resources to ensure efficiency.
- Regularly interacting with all staff at an appropriate level and taking actions to ensure a competent and adequate work force.
- Developing and training the workforce and promoting good employee relations.
- Controlling costs in line with budget.
- Playing a key role in the development of the business by recognising and seeking further commercial opportunities.
- Managing all aspects of Health and Safety on site.
- Attending internal and external meetings.
- Ensuring the proactive management of client relationships during delivery to ensure expectations are achieved, including changes to deliverables, client change and decision making.
- Ensuring that detailed plans are developed commensurate with the overall project plan so that material / resources / supply chain can be procured and scheduled appropriately.
- Assisting in leading, developing, and coaching individuals to build high performance teams.
- Managing the supply chain to deliver projects to time, cost, quality, safety, and sustainability requirements in line with client expectations.
- Managing external consultants that are required to enable delivery, driving value, customer focus and achievement of the project's objectives.
- Managing defects and post completion issues to maintain a positive customer relationship and repeat business performance levels.
- Participating in audit and assurance of the operations team, identifying good practice and areas for improvement, and ensuring these are captured.
- Ensuring effective records are maintained and kept for project delivery.
- Ensuring a relentless focus on Zero Harm.

Health and Safety Duties –

- Actively promoting a positive attitude towards HSEQ matters.
- Overall responsibility for HSEQ within their Region.
- Ensuring that legal requirements and Company policies / procedures and guidance are complied with.
- Taking a direct interest in the policy and publicly supporting all persons who have a responsibility for HSEQ matters.
- Ensuring that the policy is understood at all levels and responsibilities are clearly assigned.

- Ensuring that adequate resources are made available to fully implement policy.
- Ensuring that employees are adequately instructed and trained for the tasks they must perform.
- Ensuring that sub-contractors fully comply with the Company Policies, organisation, and arrangements and that all instructions and advice regarding safe working practices is followed.
- Ensuring that accidents, incidents, and complaints are investigated in line with Company Policy.
- Requesting additional resources where necessary to implement policy.
- Ensuring that HSEQ matters are an agenda item at routine operations meetings.
- Ensuring that contract / customer requirements and expectations are met and if possible exceeded.
- Managing and controlling all operational costs and volumes to ensure achievement of standards and profitability from budgets formulated by job holder and agreed with General/Area Manager.
- Reporting any health issues to line manager

Key Skills –

- Plans and organises work to safely achieve maximum efficiency and output. Delivers results consistently
- Willingness to develop as an individual and support the development of the team
- Good organisational skills. Able to plan, prioritise and meet tight deadlines, and the ability to deal with pressure in a professional manner
- Ability to work under pressure and manage high volume workflows, whilst maintaining extremely high levels of accuracy and meeting tight deadlines
- Ability to identify issues and drive action plans to improve business performance, effectively utilising tools for reporting performance
- Strong Customer Focus - Build partnerships and use deep understanding of customer needs to implement ideas that deliver value.
- Effective communicator with the ability to manage a team
- Able to decide what steps are needed to achieve goals and then implement these
- Strategic Thinker
- Results Focused

Experience and Qualifications -

SMSTS

CSCS

NRSWA (New Roads and Street Works Act)

NVQ Level 4 in Construction Site Management (or related discipline)

IOSH Managing Safely

Our Benefits -

- 25 days Annual Leave + Bank Holidays.
- Employee Referral Scheme
- Employee Assistance Programme
- Employee Volunteering Programme
- Annual Leave Purchase Scheme
- Enhanced Maternity/ Paternity / Adoption Leave
- Learning and development opportunities.

- Supportive working culture and future progression opportunities
- Cycle to Work Scheme
- Bonus Scheme
- Birthday Bonus
- Discount Portal
- Company Social Events

How to Apply - Our company offers a competitive salary and benefits package.

To find out more about our company please visit our website www.toppesfield.com, and to apply please email a copy of your CV and brief covering letter to [careers \(@\) toppesfield.com](mailto:careers@toppesfield.com) or contact Human Resources.

Job Type: Full-time, Permanent