



JOB & PERSON SPECIFICATION

Name		Job Title	Projects Business Service Manager
Function Management	Group Commercial Director VP - Project Controls	Line Management	Contract Manager
Department	Projects		
People Management	Cost Engineers, Estimators, Planning Engineers		
Role Summary			
Provide leadership across all Estimating, Cost Management, Planning, and Commercial functions for the contract, ensuring full compliance with client and company processes, procedures, and adherence to Delegation of Authority requirements across all contract activities throughout the contract lifecycle.			
Work Environment			
<ul style="list-style-type: none"> Client in person Office based, sitting, computer use, some travel 			
Responsibilities			
<ul style="list-style-type: none"> Supervising the contract Document Control, Estimating, Cost, and Planning personnel Co-ordinate and escalate all commercial and contractual matters for appropriate functional review and approval Identify, mitigate, manage and control risks in respect of delivery of services by monitoring risk factors and their responses, and initiating change as required Prepare and implement contract process in full alignment with PD&MS required standards at all times Gather and applying project controls best practices and lessons learned Review schedule reports for accuracy and work with the team to agree mitigation plans Ensure that estimates meet agreed structure and overall accuracy levels and required approvals using agree Norms where appropriate Report monthly to all Functional Management Implement and monitor and report on agreed or allocated corrective actions to rectify any KPI performance below expected level Fully implement and act as contract gatekeeper for full compliance of contract with PD&MS delegation of authority rules at all times and report to Group Commercial Director on any suspected or noted deviation whatsoever Establish and maintain links with relevant support functions to enable effective communication, planning and management of activities / initiatives including leading any necessary work streams or working groups Ensure regular departmental and inter-departmental meetings are scheduled, and actions tracked and monitored to close out Oversee planning and scheduling practices ensuring adequate and scalable arrangements are in place for the oversight of schedule and to ensure compliance with applicable standards / procedures Oversee Work Breakdown and Project Coding Structures and cleanse and rectify inefficient structures or unnecessary bureaucracy Participate in recruitment of new team resources and performance management, objective setting and discipline of allocated team members Implement set objectives and demonstrate performance against them Responsible for ensuring professional development is maintained and identified competency requirements are undertaken in a timely manner Adherence to the company integrated management system Compliance with quality assurance, health and safety and environmental policies Demonstrate and promote PD&MS QHSE principles and lead by example Ensure unsafe activities are challenged 			

JOB & PERSON SPECIFICATION

- Adherence to the requirements of the best practice standards recommendations and processes in the undertaking of duties, in particular, risk assessment and control, reliability and failure prevention necessary to ensure the safe design, provision and use of tools, equipment and systems
- Demonstrate and promote PD&MS values and lead by example
- Ensure direct report performance reviews are carried out within the required timescales (where applicable)

Authorities

Subject to the delegation of authority limits at all times, authorised as follows:

- Authorised to prepare, update and issue cost and status reports
- Authorised to approve the following up to approval limit:
- Client Purchase Orders with Master Service Agreement (MSA), non MSA clients must be by Commercial Manager
- Draft client sales invoices
- ProTrak enquiries with Master Service Agreement (MSA), non MSA clients must be by Commercial Manager
- Vendor invoices (AVL normal terms applied) and sage vendor PO approval as requested by procurement

Skills & Attributes

- Ability to coach and mentor others
- Process and QHSE compliance mindset
- Good communication, influencing and inter-personal skills
- Ability to use own initiative
- Good organisational skills
- Excellent commercial acumen and experience
- Responsive to business and client needs
- Excellent communicator, in both written and verbal forms
- Effective inter-personal and influencing skills
- Strong work ethic, motivated and solutions orientated
- Professional conduct at all times
- Strong analytical skills

Competency Standards	M / P	Y / N / CE	Details
Degree qualified in a relevant subject or equivalent	M		
Significant, demonstrable experience in Project Planning, Estimating and Cost Control	M		
Understanding of interfaces between various engineering disciplines, project management and construction.	M		
Experience in the use of Business Systems and Implementation and Management of Processes	M		
Significant experience in the use of planning software	M		
Previous experience in a similar role	M		
Experience in managing and developing others	M		
Competent in the use of MS Office applications	M		
Excellent written and spoken English	M		
M – Mandatory	P – Preferred	CE – Competency Evaluation	