

Job Title: Utility Contracts Performance & Delivery Manager

Department: Commercial

Location: Flexible – can be based in Ascot, Earls Colne, London, or a Northern base with hybrid terms.

Reports to: Head of Utility Partnerships

Company Overview:

Water Direct is a leading provider of alternative and emergency water solutions, delivering critical services to utility companies, businesses, public services, and communities across the UK.

Operating 24/7, we play an essential role in maintaining continuity of water supply during incidents, planned works, and infrastructure challenges. Our capabilities range from large-scale tanker operations to bottled water distribution and temporary water infrastructure.

Job Summary:

This position is responsible for the successful delivery of Water Direct's utility contracts, facilitating the highest levels of customer experience, operational performance, and commercial value. This role will lead the customer engagement efforts and develop meaningful and sustained relationships, whilst ensuring the wider business is aligned to meet their expectations.

Key Responsibilities

- Deliver against the company's utility contract strategy, aligning commercial goals with operational delivery.
- Oversee the lifecycle management of all utility contracts, ensuring consistency, compliance, and commercial viability
- Oversee tender submissions and contract renewals, as well as maintaining company compliance on procurement platforms such as Ariba
- Work cross-functionally to identify and pursue opportunities for upsell, cross-sell, and new service propositions within existing contracts to improve both revenue quantity and quality
- Introduce continuous improvement initiatives to optimise contractual processes, mitigate risk, and enhance service delivery
- Chair routine performance meetings, as well as lead internal reviews of both third-party suppliers and Water Direct's own team performance during incidents
- Work closely with key stakeholders from across the business to ensure end to end delivery across the extended value chain
- Define clear KPIs, workflows, and objectives for each contract in line with business goals
- Foster a culture of accountability, responsiveness, and service excellence

- Own and nurture strategic relationships with senior stakeholders, serving as a key escalation point
- Oversee performance dashboards and reporting frameworks to monitor service delivery and SLAs
- Provide regular strategic insights to the Executive Leadership Team based on trends, risks, and performance outcomes
- Develop and maintain contract governance frameworks, policies, and best practices across the business.
- Lead internal knowledge sharing on market developments, client needs, and industry compliance trends (e.g., AWS best practice)
- Undertake data analysis reporting for customers, translating complex operational and commercial metrics into clear, actionable insights.

Stakeholder Collaboration

Internal:

- Head of Utility Partnerships
- Operations teams (including planning, logistics, and field technicians)
- Commercial and Contract Management teams
- Compliance and Quality teams
- Operational Managers and Team Leaders

External:

- Utility company clients and contract partners
- Key customer stakeholders and client representatives

Key Skills & Experience

- Strong contract and commercial management experience within utilities, logistics, or infrastructure
- Proven ability to manage stakeholder relationships at a senior level
- Experience delivering against KPIs, SLAs, and contractual obligations
- Commercially minded with a track record of identifying growth opportunities (upsell/cross-sell)
- Strong analytical and reporting skills, with the ability to use data to drive decisions
- Experience working cross-functionally to align operational and commercial objectives



- Knowledge of governance, compliance, and risk management within a contractual environment

Success Measures

- Contracts delivered in line with agreed KPIs, SLAs, and commercial targets
- High levels of client satisfaction, retention, and relationship strength
- Revenue growth achieved through renewals and expansion opportunities
- Consistent, reliable end-to-end service delivery across teams
- Full compliance with contractual, regulatory, and procurement requirements
- Measurable improvements in service efficiency and performance
- Clear, accurate reporting and performance visibility to leadership

Other Information

This role requires regular travel across the UK to attend meetings and stakeholder engagements, along with flexibility to work out of hours during periods of increased operational demand.