

Job Description

Water Direct Limited

Victor Building, Unit 19
Earls Colne Business Park
Earls Colne, Colchester
Essex, CO6 2NS

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www.water-direct.co.uk

Role: Contract Manager
Reporting to: Senior Contract Manager
Location: Earls Colne, CO6 2NS, with occasional meetings with clients
Employment Type: Permanent Full Time
Salary: £26,000-£30,000 pa based on experience
Hours: Mon-Fri 09:00-17:30

Job Description:

- Manage ongoing water utility partner contracts;
- Prepare contract reports and other ad hoc water utility related activity;
- Monitor and record company performance against contracted SLAs;
- Liaising with Operations, identify inefficiencies and areas of improvement in company services relating to contracted partners;
- Assist with contract negotiations, preparing extension documents;
- Assist company response to new and existing water utility tenders;
- Attend meetings with water utilities where necessary;
- Provide the Operations and Duty Management team with specific mechanisms and instructions regarding contract response criteria;
- Ensure costs associated with contracted incidents are calculated, prepared and authorised in good time in line with intricacies of individual contracts;
- Liaise with Accounts to ensure management fees and other invoices for contracted work are paid in good time;
- Ensure planned and reactive work has correct order numbers/purchase orders as per intricacies of individual contracts;
- Respond to daily queries regarding planned deliveries to stores and instructing Operations with despatch details;
- Ensure procedures/records for contract response summary are accurate;
- Maintain relevant and up to date records including contact details for all wholesale contacts including planned deliveries to stores;
- Liaise with Supply Chain Manager to ensure bottled water stock levels are adjusted in line with new contracts and/or temporary contract uplifts;
- Liaising with Sales and Marketing to promote new and existing services;
- Due to the nature of our business, flexibility in working hours and days will be a definite requirement;
- Effectively support the Senior Contract Manager;
- Form part of a pro-active and engaged team, adopting a 'can do' attitude;
- At all times maintain a professional attitude and represent the company in an appropriate manner. We pride ourselves on our professionalism and excellent customer service

Requirements:

There are a number of key requirements which make this role pivotal to our business.

The post holder must have: -

- Experience of managing multiple contracts;
- Excellent project management skills;
- Good IT skills including excel;
- Strong attention to detail;
- Have drive and passion to do the job well;
- Have a proactive, problem-solving mind-set;
- Confident and engaging approach with colleagues and customers

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supplier*

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Water Direct is a leading provider of Alternative and Emergency Drinking Water supplies throughout the UK, supplying not only commercial and private organisations, but also the Water Utilities themselves. We pride ourselves on our industry pedigree, and exceptional level of quality assurance offered with our services.