

Contracts Manager - FM



Team	Three Sixty Maintenance
Salary	Up to £59,000
You will report to:	Head of Maintenance Services
You will manage:	Service Manager Security Operations Manager Security Engineering Supervisor

The Contracts Manager - FM serves as the strategic link between the facilities management teams and key stakeholders across and beyond the organisation. The primary purpose is to ensure that FM services are aligned with business needs, delivered efficiently, and continuously improved through strong stakeholder engagement and proactive service management.

Your responsibilities will include:

- ✓ Acting as the primary point of contact for all clients regarding FM and security services, whilst building and maintaining strong relationships with current and new clients to understand their needs and expectations
- ✓ Directly managing the Service Manager, Security Engineering Manager, and Security Operations Manager in the delivery of a first-class Facilities Management service for our customers and clients.
- ✓ Overseeing the delivery of FM services including maintenance, security, and engineering, and liaising with service providers to ensure consistent and high-quality performance.
- ✓ Tracking and monitoring service delivery against KPIs and SLAs while conducting regular reviews and implementing improvements where necessary.
- ✓ Responding promptly to service issues and complaints and coordinating corrective actions and communicating outcomes to stakeholders.
- ✓ Ensuring all FM operations comply with health & safety regulations and company policies, and carrying out and supporting audits, inspections, and risk assessments.
- ✓ Providing regular updates to senior management on service performance, risks, and improvement initiatives.
- ✓ Maximising available resources and exploring new markets with a focus on developing a larger client base and taking responsibility for sustainable growth.
- ✓ Developing profit improvement plans, monitoring financial performance, and ensuring financial targets are achieved.
- ✓ Ensuring customer billing/invoicing is accurate, in accordance with agreed SLAs and submitted in a timely manner to all clients.



About you:

- ✓ Excellent understanding of Health & Safety in both Facilities Management and the general construction refurbishment industry.
- ✓ Proven up to date experience and knowledge of the building maintenance industry both in the public and private sector.
- ✓ Experience of managing several workstreams to high standards whilst understanding budget and quality implications.
- ✓ Effective leadership experience with excellent verbal and written communication skills along with the ability to negotiate and influence.
- ✓ Experience managing budgets and accounts.
- ✓ The ability to produce technically competent and accurate information.
- ✓ The ability to work to strict deadlines, and to plan and prioritise accordingly.
- ✓ Extensive experience working with clients on multiple accounts.
- ✓ Excellent communication and interpersonal skills.
- ✓ Advanced IT skills, particularly in Microsoft Office.
- ✓ Relevant FM or building services qualification and SMSTS.
- ✓ Must meet the requirements for a non-front line SIA licence which will be required for the role.

What we offer:

<p>Pension</p> <p>Access to a Social Housing Pension Scheme (SHPS).</p>	<p>Annual Leave</p> <p>27 days, increasing to 30 days after 5 years of service.</p>	<p>Health Cash Plan</p> <p>Claim back a proportion of your everyday healthcare and medical expenses.</p>
<p>Retail Discounts</p> <p>Access to discounts providing savings on food and shopping.</p>	<p>Flexible Working</p> <p>Flexible/Hybrid working, to ensure a healthy work life balance.</p>	<p>Work Pattern</p> <p>Full Time 42.5 Hours</p>

Core Values:

<p>Ambition</p> <p>We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers.</p>	<p>Social Responsibility</p> <p>We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people.</p>	<p>Passion</p> <p>We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work.</p>	<p>Innovation</p> <p>We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things.</p>	<p>Respect</p> <p>We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships.</p>	<p>Excellence</p> <p>We continually improve how we work; challenging the status quo, learning from what goes well & always being professional.</p>
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