FRANKI FOUNDATIONS MARTELLO PILING HIGH MEAD DEVELOPMENTS

CONTRACTS MANAGER ROLES AND RESPONSIBILITIES

Reporting to: Operations Director

Role Purpose

The Contracts Manager is responsible for the safe, compliant, timely and profitable delivery of assigned projects from contract award through to completion and final handover.
Reporting to the Operations Director, the role provides day-to-day operational and contractual oversight across a portfolio of projects. The Contracts Manager ensures that programmes, resources, quality standards, commercial controls and client requirements are properly managed.
The role works closely with Project Managers, Site Managers, Commercial, Pre-Construction, Design, Plant, Health and Safety, Quality and People teams.
The Contracts Manager is accountable for project performance, client relationships, operational risk, programme recovery and the effective leadership of project teams. Significant risks, delays, cost pressures or performance concerns must be escalated promptly to the Operations Director.

KEY RESPONSIBILITIES

Contract and Project Delivery

- Manage assigned projects from mobilisation through to completion and handover.
- Ensure projects are delivered safely, on programme, within budget and to the required quality standard.
- Translate contract requirements into clear delivery plans, responsibilities and performance expectations.
- Confirm that each project has appropriate management, supervision, labour, plant, materials and subcontractor resources.
- Monitor performance against programme, productivity, quality, cost and client commitments.
- Identify underperformance early and implement corrective or recovery actions.
- Escalate significant project risks and performance concerns to the Operations Director.
- Ensure project close-out, defects management and handover are completed effectively.

Contract Review and Mobilisation

- Review contract documents, tender handover information, specifications, programmes and commercial assumptions.
- Identify key contractual obligations, risks, exclusions, qualifications and notice requirements.
- Participate in pre-start, mobilisation and contract review meetings.
- Ensure project teams understand contractual commitments and reporting requirements.
- Confirm that design information, approvals, permits, method statements and logistics arrangements are in place before work starts.
- Identify mobilisation gaps and allocate clear actions.
- Ensure commitments made during pre-construction are transferred accurately to the delivery team.

Programme and Performance Management

- Review and monitor project programmes and key milestones.
- Hold regular project and site performance reviews.
- Challenge delay, poor planning, low productivity, excessive downtime and missed actions.
- Ensure recovery programmes are prepared where projects fall behind.
- Coordinate with clients, designers, subcontractors and internal teams to remove constraints.
- Ensure progress records are complete, accurate and support the contractual position.
- Report material programme risks and slippage to the Operations Director.
- Maintain close oversight of high-risk, complex or underperforming projects.

Health, Safety and Wellbeing

- Provide visible leadership on health, safety and wellbeing.
- Ensure projects comply with legislation, Company procedures and client requirements.
- Confirm that suitable risk assessments, method statements, lifting plans, permits and inspections are in place.
- Conduct regular site visits and management safety reviews.
- Challenge unsafe practices and stop work where risks are unacceptable.
- Review incidents, near misses and recurring safety concerns.
- Ensure investigations and corrective actions are completed within agreed timescales.
- Confirm that employees, agency workers and subcontractors are trained, competent and properly supervised.
- Promote a culture in which employees raise concerns and report hazards.

Commercial and Financial Performance

- Work closely with the Commercial Manager and project commercial teams to protect margin, cash and contractual entitlement.
- Ensure project teams understand budgets, labour allowances, plant costs and commercial risks.
- Review monthly CVRs, forecasts, cost movements and recovery actions.
- Challenge overspend, poor productivity, waste and unapproved expenditure.
- Ensure variations, delays, disruption and additional works are identified and recorded promptly.
- Support applications, valuations, cash collection and final accounts.
- Provide accurate operational information for COINS and monthly commercial reporting.
- Escalate adverse margin, cash or forecast movements to the Operations Director.
- Ensure actions arising from CVR reviews are completed.

Change and Contractual Control

- Ensure contractual notices, instructions and responses are issued within required timescales.
- Maintain oversight of change, variation and compensation event registers.
- Support the preparation of records for claims, extensions of time and loss and expense.
- Ensure project teams maintain contemporaneous records.

- Avoid work proceeding without appropriate instruction or commercial protection wherever reasonably possible.
- Support the resolution of disputes and contractual issues.
- Ensure project decisions do not create unnecessary commercial or legal exposure.
- Escalate significant contractual concerns promptly.

Client and Stakeholder Management

- Build effective relationships with clients, principal contractors, consultants and key stakeholders.
- Act as the senior operational contact for assigned contracts.
- Attend progress meetings, project reviews and escalation meetings.
- Ensure client commitments are realistic, authorised and delivered.
- Resolve complaints and operational concerns promptly.
- Maintain clear, professional and accurate communication.
- Protect the reputation of Franki Group UK.
- Support repeat business through reliable delivery and strong client relationships.

Quality and Technical Compliance

- Ensure work complies with approved drawings, specifications and technical standards.
- Promote a right-first-time approach.
- Review defects, non-conformances and remedial works.
- Ensure root causes are identified and corrective actions are completed.
- Work with Design, Engineering and Quality teams to resolve technical matters.
- Prevent work from proceeding where information or approval is incomplete.
- Ensure inspection and test records are maintained.
- Capture and share lessons learned across projects.

Resource, Plant and Supply Chain Management

- Plan labour, supervision, plant and subcontractor requirements across assigned projects.
- Work with the Franki Group Resources Manager and Group Plant and Equipment Manager to secure appropriate resources.
- Monitor labour utilisation, agency use, overtime and plant productivity.
- Identify shortages and conflicts early.
- Ensure subcontractors have clear scopes, competent resources and agreed performance standards.
- Monitor subcontractor safety, quality, programme and cost performance.
- Address poor supply chain performance promptly.
- Ensure resources are demobilised efficiently at project completion.
- Escalate unresolved resource conflicts to the Operations Director.

People Leadership and Development

- Lead and support Project Managers, Site Managers and other direct reports.
- Set clear objectives, responsibilities and performance standards.
- Hold regular one-to-one meetings and project performance reviews.
- Provide coaching, feedback and development support.
- Complete PDRs and development plans within required timescales.
- Address attendance, conduct, capability and performance concerns promptly.
- Work with the People team on formal employee relations matters.
- Identify succession and development needs.

- Promote respectful, accountable and collaborative behaviour.
- Ensure managers operate in line with the Group's behavioural competencies.

Governance and Reporting

- Ensure project records, reports and registers are complete, accurate and current.
- Provide regular updates on safety, programme, resource, cost, quality and client matters.
- Ensure actions from project reviews have clear owners and deadlines.
- Support internal and external audits.
- Complete corrective actions within agreed timescales.
- Comply with delegated authority, procurement and approval processes.
- Protect confidential and commercially sensitive information.
- Escalate material legal, operational, financial or reputational risks to the Operations Director.

Continuous Improvement

- Review project performance and apply lessons learned.
- Identify recurring causes of delay, loss, defects and poor productivity.
- Improve project controls, reporting and management standards.
- Promote effective use of digital systems and project data.
- Share good practice across project teams.
- Support standardisation of delivery processes.
- Measure whether improvement actions have produced sustainable results.

BEHAVIOURAL COMPETENCIES

Leadership and Accountability

- Takes ownership of contract and project performance.
- Sets clear expectations and holds managers accountable.
- Makes timely, evidence-based decisions.
- Escalates risks early and does not allow unresolved issues to drift.
- Acts with integrity and in the best interests of Franki Group UK.

Strategic and Commercial Thinking

- Understands how operational decisions affect margin, cash, programme and client outcomes.
- Balances immediate project needs with wider business priorities.
- Uses reliable project and commercial information to support decisions.
- Challenges inefficient or uneconomic working practices.
- Identifies opportunities to improve value and reduce risk.

Delivering Results

- Drives projects to meet safety, programme, quality and commercial targets.
- Maintains control across multiple projects and competing priorities.
- Intervenes promptly where performance falls below standard.
- Delivers practical recovery plans.
- Follows actions through to completion.

Building Relationships and Collaboration

- Works effectively across Operations, Commercial, Pre-Construction, Design, Plant, Safety, Quality and People.
- Builds trusted relationships with clients and project teams.
- Communicates clearly and professionally.
- Challenges constructively and avoids working in silos.
- Maintains a relationship-first approach without compromising standards.

Developing People

- Sets clear expectations and provides constructive feedback.
- Coaches Project Managers and develops future leaders.
- Recognises strong performance and addresses underperformance fairly.
- Supports succession and career development.
- Creates an environment where concerns and ideas can be raised.

Continuous Improvement

- Reviews project outcomes and applies lessons learned.
- Challenges recurring failures and weak controls.
- Improves systems, reporting and project governance.
- Uses data and feedback to support improvement.
- Measures whether corrective actions have delivered sustainable benefits.

PERFORMANCE AND BONUS MEASURES

Project and Financial Performance – 30%

Measured against:

- project revenue and margin;
- CVR performance and forecast accuracy;
- cost control;
- labour and plant productivity;
- reduction in avoidable loss and rework; and
- delivery of agreed recovery actions.

Safe and Compliant Delivery – 25%

Measured against:

- health and safety performance;
- incident and near-miss trends;
- completion of investigations and corrective actions;
- audit and inspection outcomes;
- quality and defect performance; and
- compliance with Company and client requirements.

Programme and Client Delivery – 20%

Measured against:

- achievement of programme milestones;
- recovery of delayed projects;
- client satisfaction;
- complaint resolution;
- quality of project close-out; and
- repeat business and client retention.

People, Resource and Governance – 10%

Measured against:

- team performance and succession;
- completion and quality of PDRs;
- workforce and plant utilisation;
- quality of project reporting;
- completion of audit actions; and
- compliance with delegated authority and governance requirements.

Leadership Behaviours – 15%

Measured against:

- accountability;
- commercial judgement;
- decision-making;
- collaboration;
- communication;
- people development;
- integrity; and
- continuous improvement.

A serious failure in safety, conduct, integrity, compliance, contractual governance or financial control may reduce or remove the behavioural element and may affect the overall bonus outcome.

BONUS GOVERNANCE

Any bonus should remain non-contractual and discretionary. Assessment should take account of individual performance, agreed objectives, behavioural contribution, business performance, profitability, affordability, cash flow and the Group's overall financial position.

ESSENTIAL EXPERIENCE AND CAPABILITY

The successful candidate should have:

- substantial contracts or operational management experience within piling, foundations, civil engineering, construction or a related specialist sector;
- experience managing multiple complex projects;
- a strong record of delivering projects safely, on programme and within budget;
- good commercial understanding of CVRs, forecasting, change control and project margin;
- experience managing construction contracts, notices and project records;
- experience managing clients, subcontractors and supply chain partners;
- strong knowledge of UK construction health and safety requirements;
- experience leading Project Managers and site teams;
- effective decision-making, communication and problem-solving skills; and
- the ability to manage underperforming projects and implement recovery plans.

DESIRABLE

- Degree or equivalent qualification in civil engineering, construction management or a related discipline.
- Membership of a relevant professional body.
- NEBOSH Construction Certificate or equivalent.
- Experience in piling, foundations or geotechnical engineering.
- Knowledge of NEC, JCT and other standard construction contracts.
- Experience using COINS or a comparable construction management system.

ROLE REVIEW AND ACKNOWLEDGEMENT

This document sets out the principal accountabilities and expected standards of the role. It is not intended to be an exhaustive list of every task or objective. Responsibilities, priorities and performance measures may be reasonably adjusted to reflect business requirements, development and project allocation, provided any material change to the fundamental nature of the role or contractual terms is managed appropriately.

Employee name	
Employee signature / date	
Manager signature / date	