

XPS Contract's Assistant

Due to the fast growing demand for a quality driven General Property Maintenance service, we have an exciting opportunity within the business to help us deliver these expertly managed services.

Essentially, the Contract Assistant will control the quality and efficiency of the service provided to customers, in accordance with our Quality Management System (BSI ISO 9001:2008). This involves managing our Engineers and our extensive supply chain to ensure we are meeting high standards & ensuring we deliver what we say we will and manage client relationships effectively.

As a reasonably small, but fast growing business, this is not an isolated role and the successful candidate must be willing to get involved in every area of the business. This will provide valuable experience in administration, sales & marketing, finance and operations.

We have listed the key tasks involved in this position:

- Maintain & update all records relating to SCP's
- Carry out regular audits on site of SCP performance using SLA's
- Create & execute corrective action plans for non-performance/improvement
- Ensure the business always has suitable Engineers in place
- Distribute and assess PQQ's to new suppliers
- Manage customer quarterly reports
- Schedule all works on company software
- Manage schedules (diaries) for XPS engineers
- Manage and distribute Customer Satisfaction Surveys
- Collate results from Customer Satisfaction Surveys & respond accordingly
- Raise customer Quotations
- Collate H&S data in accordance with system to BSI ISO 18001
- Admin: enter supplier invoices, filing, internal QMS audits, maintain Quality & H&S manuals

Full training will be provided and no experience in a Contract Management position is required. However, we do require the following skills as a minimum:

- ✓ Excellent customer service skills
- ✓ Computer literate
- ✓ Confidence & reasonable level of skill in use of Microsoft Excel
- ✓ The ability to multi-task
- ✓ Good problem solving
- ✓ Attention to detail



XPS Contract Manager cont...

The successful individual will have the following personal attributes:

- ✓ Hard working & loyal
- ✓ Punctual
- ✓ A self-starter & able to work on own initiative
- ✓ Very organised
- ✓ Confidence
- ✓ Professionalism

This is essentially an office based role and you must be happy to work on your own. However, site visits to audit SCP performance is required and as the role develops within the business, we anticipate that the Contract Assistant will have more interaction with customers, visiting them on site and carrying out Quarterly Review meetings.

We are a fun team to work with and we look after & encourage our employees to develop and grow. We are offering the following key benefits as part of the package for this position:

- Circa £18,000 pa salary, depending on experience
- Statutory holiday & sickness
- Additional Day Holiday on your Birthday (paid)
- Pension Scheme (to be introduced 2016)
- Annual Performance Related Bonus

We are always keen to promote from within and we anticipate that the right candidate will be suitable to apply for the position of Contracts Manager in the future.

Reference Terms:

Quality Management System: QMS

Supply Chain Partners (contractors): SCP

Pre-Qualification Questionnaire: PQQ

Service Level Agreements: SLA

