**Sub-Contractor Manager**

**JOB DESCRIPTION**

**Job Title:** Sub-Contractor Manager

# Hours: 37.5 hours per week, Monday to Friday.

 Flexible start/finish to take into account meetings in different time zones.

**Department:** Engineering

# Main Location: Home with a minimum of 4 days per month in Magor

**Responsible to:** Head of Department

**Details of Subordinates:** None

**Date issued:** 10/10/2024

**Prepared by:** Steve Olson

**Job Purpose:**

The Sub-Contractor Manager will be responsible for global sub-contractor identification, selection and evaluation (covering the managed services and project business), establishing/on-boarding new sub-contractors into the local markets to ensure operational readiness. The role is also responsible for evaluating sub-contractor capacity against target plans, planning the delivery of any specific training to meet customer scopes of work and for specifying, agreeing and measuring Key Performance Indicators/Service Level Agreement performance on a regular basis and SHEQ compliance.

The Sub-Contractor Manager will work closely with Commercial on closing contractual agreements to drive the optimum cost/service model for Indigo. Additionally, the Sub-Contractor Manager will support the Sales and Business Development organisation in their understanding of applicable sub-contractor costs and capabilities when responding to bids and opportunities.

The Sub-Contractor Manager will also work as the single point of contact for operational sub-contractor issues and escalations in association with the local Indigo operational lead.

The post holder will be required to take on any additional duties which may be considered within the remit of the role.

**Principle Accountabilities / Objectives:**

**Sub-contractor identification, selection and on-boarding:**

* Identify suitable sub-contractors on an ongoing basis to support the current and future operational needs of the business.
* Carry out general evaluation of sub-contractor, based on but not limited to financial performance, capacity and experience, H&S track record and quality performance.
* Produce and maintain sub-contractor service requirements documentation (based on customer requirements), including Scope of Work (SoW), specifications, MOPs, acceptance procedures/handover documentation, H&S/quality requirements.
* Ensure the sub-contractors are “operationally ready” to deliver services. Work with relevant teams to implement tools and processes to transpose services sold into services delivered; this includes but is not limited to project inductions, training/accreditation, Operations manuals/handover packs, delivery enablers (access, keys), H&S induction (including H&S Process, PPE, Training Records review), H&S

**Demand Management:**

* Collect and maintain a forecast for all sub-contractor activities related to Projects and Managed Services.
* Plan appropriate sub-contractor capacity/resourcing availability with the Projects/Engineering teams; Support Project Managers/Operations Managers in the sub-contractor assignment strategy based on price, quality and sub-contractor skills.
* Co-ordinate the demand requirement and plans from Projects and provide sub-contractors with the current view on forecasts during ORMs.
* audit (ISO45001 or equivalent), resulting in a professional handover to Operations.

**Sub-contractor Training & Certification:**

* Oversee the induction of new subcontractors and manage required certification through the Indigo process.
* Assist Engineering in maintaining up to date “Qualified Persons List” (QPL) and ensure this is always available to the resourcing teams.

**Sub-contractor Governance:**

* Manage the sub-contractor governance process.
* Chair, With the head of department and minute the regular Service Review Meetings (SRM), monitor actions and drive continuous improvements.
* Report financial health and invoicing/payment of all sub-contractors; ensure that purchase order cover is in place for all sub-contracted works.
* Monitor and improve sub-contractor services, based on feedback from Quality audits.
* Support and manage/resolve escalations towards and from the sub-contractors.
* Manage sub-contractor phase out/exit process, if required.

**Health & Safety:**

* Evaluate and monitor sub-contractors’ Health & Safety track records and management.
* Ensure appropriate action is taken where and when non-conformances occur.
* Undertake a scheduled Audit of sub-contractors.

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# Other Key Responsibilities:

* Establish and maintain excellent working relationships with all sub-contractor partners.
* Support Commercial/Procurement in the contract and price negotiation, as required.
* Support Sales and Business Development in the timely preparation of accurate customer bids and offers involving the use of sub-contractor resources.
* Participate in new business opportunities which involve sub-contractor delivery in order to integrate into the forecast.

# Competency: Skills / Knowledge / Qualifications:

Skills/Knowledge:

* Has broad International telecoms experience across multiple technologies.
* Proven track record of identifying and managing sub-contractor resources.
* Demonstrable commercial and financial awareness.
* International experience in managing teams/stakeholders an advantage.
* Proven track record of delivering critical services.
* Must be an excellent communicator and ‘networker’, with the ability to work with, and be respected by both sub-contractors and internal operational units.
* Ability to very quickly translate quotes and scopes to operational requirements.
* Excellent presentation skills and self-assured in contact with customers and internal resources.
* A self-starter, requiring little or no supervision with a positive attitude and outlook.
* Ability to take ownership of an issue and see things through to the end.
* Ability to prioritise and co-ordinate many activities simultaneously.
* PC literate, especially Microsoft Office suite.
* Trustworthy and honest.
* Full EU Driving licence essential.

Qualifications:

* Degree or equivalent education (training and/or experience);
* British Safety Council Level 2 Risk Assessment.

**Working Environment:**

* Predominantly sub-contractor/supplier facing with a high degree of engagement with customers on a face to face basis.
* National and International travel will be required.