



ROLE PROFILE

AREA DELIVERY MANAGER

LANDMARC

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LOCATION: REGIONAL AREA

REPORTING TO: REGIONAL OPERATIONS MANAGER

RESPONSIBLE FOR: SITE MANAGER, TEAM MANAGER/SUPERVISOR, TRAINING AREA AND/OR FACILITIES MANAGER/SUPERVISOR, ADMINISTRATION SUPERVISOR, ESTABLISHMENT MANAGER, NAVIGATIONAL COMMUNICATIONS MANAGER, MAINTENANCE & FABRICATIONS MANAGER, TRANSPORT MANAGER, DEPLOYMENTS MANAGER

Summary of Role:

To ensure that the requirements for total contract delivery, within a defined geographic area, are met in accordance with TESC modules, within budget and in accordance with company policy and statutory obligations.

Duties of Role:

The following list is not exhaustive and other duties of a similar level and nature may be required from time to time including complying with any new policies that are introduced.

Primary Duties:

- To manage a team of people being responsible for (but not limited to) managing performance, attendance, behaviour, capability, welfare, health and safety and record keeping.
- To ensure that budgets are met, costs are managed and income generation is maximised.
- To ensure compliance with the contractual requirements across a defined geographic area to include:
 - Ensuring resources/priorities are planned and prioritised to meet allocations and that reactive requirements are met within agreed parameters.
 - Direct management of the provision of ranges and training areas including, but not limited to, rural estate management, Rural Estate Task Schedule (RETS) and Grounds Maintenance Plan (GMP).

- Direct management of the provision of facilities management including, but not limited to, accommodation, waste management, stores, fuels and soft FM
 - Indirect management of planned preventative maintenance inspections from the Establishment Specific Task Schedule (ESTS) and reactive maintenance tasks within the area of responsibility.
 - Indirect management of additional works projects undertaken in the area including the Forward Additional Services Plan (FASP).
- To liaise with all stakeholders to ensure effective contract delivery, including:
 - the Employers representatives regarding delivery, safety and usage,
 - statutory bodies for compliance and support
 - contract/sub-contract management and supervision
 - wider training estate users including the general public
 - Deputise for the Regional Operations Manager or any other regional management post as required.
 - To complete all relevant documentation utilising both IT and paper based systems.
 - To be a responsible member of the regional management team supporting other team members as required carrying out activities including, but not limited to, investigations, auditing, training, creating reports and analysing management information.

Ideal Person:

The following lists detail the ideal person to carry out this role and will be used as the selection criteria during the recruitment process.

What you know:

- Knowledge of management theories and techniques gained through a Level 5 qualification such as NVQ in a Business Management/People Management or equivalent and proven experience.
- Knowledge of matrix management and its application.
- Knowledge gained through membership of an appropriate professional body
- Knowledge of H&S such as COSHH, manual handling, risk assessments, CDM and safe systems of work to IOSH Managing Safely level.
- Knowledge of Environmental legislation and compliance gained through IEMA or other National General Certificate or relevant experience.
- Knowledge of managing multi services delivery gained through managing multi disciplinary teams.

- Knowledge of project work and the practicalities of delivery.
- Knowledge of auditing systems gained through appropriate training and/or experience of undertaking audits.

What you can do:

- Able to manage the delivery contract requirements to tight deadlines and appropriate quality standards.
- Able to manage budgets through maximising income and controlling costs.
- Able to communicate clearly with the Client/customer and other stakeholders
- Able to drive continuous improvement
- Able to performance manage teams and outputs by utilising management tools
- IT skills

Prerequisites for employment

- Full driving licence valid in the United Kingdom.
- Complete Baseline Personnel Security Standard – this is compulsory for all personnel who work for Landmarc Support Services Limited as Official Defence Contractors. This includes a Basic Police Disclosure, however, unspent convictions are not necessarily a bar to employment and will be reviewed case by case to ensure there are no risks to the security and integrity of the work completed by Landmarc Support Services Limited.
- National Security Vetting may be required however you will be informed of this requirement during completion of the Baseline Personnel Security Standard.
- Candidates must meet the UK residency requirements to undergo the above (5 years minimum).

Our Values

- Take time to take care of yourself, look out for yourself and others, and stop and step-in if you need to.
- Always do the right thing, not just the easy thing; integrity in all that we do at work and at home.
- Put the customer's needs first, in everything we say, consider or do.

- Promise only what can be delivered; once promised it's a Landmarc commitment.
- Take pride in what you do, you've a lot to be proud of.

Our Behaviours

- Live Our Values, know what they are and what they mean to you and how they influence what you do, we should believe in them and demonstrate them always.
- Build Relationships, we are a people-business and relationships are the foundation of accomplishment. Take every opportunity to build and strengthen relationships with colleagues, customers and suppliers. Together we are stronger.
- Give Feedback and Recognition, creating an environment in which we openly and thoughtfully give and receive feedback and recognition builds trusting teams. Feedback and recognition also foster a culture of growth.
- Embrace Flexibility, in all that we do and how we do it. Change can come with or without warning and in either case, we must improvise, adapt and overcome to remain relevant to Our Mission.