

## JOB PROFILE – REGIONAL MANAGER (CONSULTANCY)

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|--------------------------|-------------------------|
| <b>Date of Revision:</b> | 26 October 2005         |
| <b>Job Title:</b>        | Regional Manager        |
| <b>Department:</b>       | Consultancy             |
| <b>Reporting to:</b>     | Operations Manager      |
| <b>Company:</b>          | Biwater Treatment Ltd   |
| <b>Location:</b>         | Heywood or other Office |

### HIGH LEVEL SUMMARY

Controlling the resources and all financial aspects of the region and its projects and frameworks to ensure continued improvement to targets set for turnover, gross margin and cash. Assist in identifying and obtaining suitable orders and frameworks and maintaining relationships with clients, partners and suppliers/subcontractors. Recruitment, training and development of staff to ensure the optimum quality and level of resource for the projected work load.

### KEY PERFORMANCE OBJECTIVES

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|---|---|
| 1 | <b>Financial</b> <ul style="list-style-type: none"><li>• Ensure regional GM variance to budget is within departmental targets.</li><li>• Ensure regional turnover variance to budget is within departmental targets.</li><li>• Ensure average monthly T/O and G/M control are within departmental targets.</li><li>• Ensure project costs do not exceed tender/varied allowance</li><li>• Ensure all applications for payment are made on or before the due date</li><li>• Ensure applications are submitted on time and are maximised</li><li>• Ensure contract reviews, monthly forecasts are completed and submitted on time</li></ul> |
| 2 | <b>Internal Business Processes</b> <ul style="list-style-type: none"><li>• Improve quality audit scores; target:- zero improvement notes, &lt;3 observation notes across all projects</li><li>• Continuously improve H&amp;S; target:- zero reportable incidents/ lost time/near misses in 2003</li><li>• Improve forecasting accuracy</li><li>• Improve invoice processing; &lt; 10% unable to process</li><li>• Improve environmental management on sites:- target &gt; 90% audit scores.</li></ul>   |
| 3 | <b>Customer</b> <ul style="list-style-type: none"><li>• Maintain good client relationships at all levels; target:- “good” rating feedback in each category from customer satisfaction questionnaire, zero customer complaints per annum</li><li>• Ensure projects are completed on time; target:- zero overrun when EOT,s taken into account</li></ul>  |

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### 4 Learning and Development

- Improve job satisfaction for all staff – continuous improvement
- Develop staff to suit departmental needs by effective appraisals.
- Identify training needs and training matrix.
- Accurately monitor resource requirements
- Contribute to ensuring good age profile.
- Contribute to reduction of staff sickness
- Prepare and maintain an effective succession plan for the Region.

### 5 Growth

- Ensure existing frameworks are managed successfully to guarantee further work
- Develop environmental capabilities
- Develop operational capabilities

## JOB SPECIFICATION

### Functions:

### 1 Technical

- Develop and implement a strategy for improving the efficiency and effectiveness of the department.
- Develop and maintain a consistent mode of operation within the department.
- Ensure sufficient resources of a suitable calibre are available to meet the departmental requirements.
- Monitor the departmental performance.
- Monitor contract performance.
- Assist in implementing the Operations Manager's strategy.
- Deputise for the Operations Manager as required.
- Arrange for assistance to other departments as required.
- Provide input into tender finalisation.
- Assist the Sales and Marketing Department in identifying future opportunities.
- Establish and maintain good relationships with clients and their representatives.
- Establish and maintain good relationships with JV partners and key subcontractors and suppliers.
- Promote the Company wherever possible
- Ensure monthly and quarterly financial reports are produced and reviewed on time.
- Prepare management reports.
- Ensure payment applications and invoices are made on time and maximised.

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| 2 | <p><b>Personnel</b></p> <ul style="list-style-type: none"><li>• Increase the level of professionalism within the department.</li><li>• Prepare development plans and identify training needs of subordinates.</li><li>• Ensure individuals within the department understand their responsibilities and are aware of Company policies.</li><li>• Ensure individuals within the department receive sufficient training to enable them to carry out their functions.</li><li>• Provide advice and guidance to less experienced members of staff.</li><li>• Provide support and motivation for all staff.</li><li>• Ensure effective recruitment and retention of staff.</li><li>• Carry out formal appraisals of staff.</li><li>• Arrange mentoring for junior staff.</li></ul>   |
| 3 | <p><b>Quality Assurance</b></p> <ul style="list-style-type: none"><li>• Ensure that Company procedures are developed and reviewed to ensure the smooth running of the department and its interface with other departments.</li><li>• Ensure that the Company quality procedures are fully implemented in the department.</li><li>• Provide feed back on the suitability/content of procedures.</li><li>• Ensure that projects carried out by the department are designed and constructed to a good quality in line with the specification and good engineering practice</li><li>• Ensure that the required quality records are maintained</li></ul>  |
| 4 | <p><b>Health &amp; Safety / Environmental</b></p> <ul style="list-style-type: none"><li>• Ensure that a safe working environment is maintained in the department and at all contract sites.</li><li>• Ensure that all works are designed in accordance with CDM regulations</li><li>• Liase with the H&amp;S department to ensure correct standards for design and construction are adopted and maintained by full adherence to current legislation and the Company's Health and Safety Policy and procedures</li><li>• Identify Health &amp; Safety training needs for departmental staff.</li><li>• Monitor and enforce compliance with health and safety procedures</li><li>• Ensure that all works are designed and constructed using good environmental practice</li><li>• Ensure that full risk assessments are carried out to avoid pollution incidents</li><li>• Ensure that waste is kept to a minimum.</li></ul> |

### **Working Conditions**

Mainly office based with travel throughout the UK.

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### Contacts

Internal – Departmental Managers, Directors, Senior Managers, Project Managers.  
External – Clients, Consultant, key suppliers and subcontractors.

### Organisation Chart

Attached

### PERSON SPECIFICATION

#### Knowledge/Experience

- Basic engineering background.
- Good experience of various conditions of contract
- Good experience of both water and sewerage network design and maintenance
- In depth contractual and commercial experience.
- In depth knowledge of Company procedures.

#### Education/Qualifications

- Engineering/ Technical degree or equivalent pre-requisite.
- Relevant professional qualification an advantage

#### Skills

- General management skills
- Man management skills
- Good motivator
- Good listener
- Written contractual communication
- Verbal communication
- Computer literate
- Commercial awareness
- Contractual awareness
- Administrative skills
- Coaching skills
- Negotiation skills
- Financial skills
- Leadership
- Delegation skills
- Strong partnering credentials
- Able to work within strict deadlines.
- Presentation skills

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### **Disposition**

- Self-starter
- Self motivator
- Enthusiastic
- Articulate
- Approachable
- Assertive
- Attention to detail
- Confident
- Good initiative
- Team player