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| **Role Profile** |
| **Title** | Contracts Capacity Manager |
| **Location** | Based in Edinburgh Head Office with travel throughout Scotland |
| **Salary** | Salary Scale £21,000 to £25,000 per annum depending on experience |
| **Hours** | 35 hours per week |
| **Leave** | 25 days leave |
| **Report to** | Operations Manager |
| **Role summary** |
| All Cleaned Up (Scotland) Ltd, (ACU) is an Edinburgh-based cleaning company, which is a wholly-owned subsidiary of Apex Scotland. ACU has a number of social aims which it achieves by using the commercial element of the business as a vehicle to aid disadvantaged individuals achieve positive destinations.ACU delivers a wide variety of quality cleaning services across the sector including stairwell and communal close cleaning for housing associations and local authorities, office and facilities cleaning, end of tenancy cleaning, void property and construction site cleaning, including builders cleans, sparkle cleans and site welfare cleaning.Alongside its commercial activity, ACU delivers employability services aimed at helping individuals with convictions and/or with multiple barriers back into employment, creating and promoting a culture of inclusiveness while providing valuable voluntary opportunities, work experience and sustainable employment.The successful candidate will identify external opportunities and develop the capacity of the business to deliver on new and existing commercial projects. Working within the All Cleaned Up management team, you will manage a diverse portfolio of contracts, ensuring delivery of a quality service, while identifying new opportunities for commercial growth. As a growing business we are looking for someone who has experience in business development and contract management. Equally important however, we are seeking an enthusiastic and dynamic individual who can demonstrate an interest and willingness to work with social enterprise, especially around the area of criminal justice and the rehabilitation of offenders. |
| **Overall Objectives** |
| * Identify realistic opportunities to develop and grow the business in line with the social aim of ACU.
* Grow viable opportunities to enable the targeted stakeholder group to achieve personal employability goals and contribute to the development of the business.
* Link internal cross business activities together and build their capacity through training and needs analysis and create mechanisms that help inform skill gaps, skills need and potential opportunities moving forward.
* Build a creative and proactive relationship with the contract supervisor.
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| **Key accountabilities**  |
| * Ensuring all contracts are delivered to a high standard and in line with customer expectations.
* Working with the management team to develop the capacity of the business to deliver new projects.
* Identifying new opportunities for growth, both social and commercial.
* Line manage and develop Contracts Supervisor to ensure operatives are identified as being suitable for new and existing projects.
* Provide regular reports to Operation Manager.
* Attend managers meeting as and when required.
* Point of contact for external clients and customers with parameters of role
* Liaise with Quality Health & Safety Environment and Training Manager on a regular basis.
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| **Role Requirements** |
|  | **Essential** | **Desirable** |
| **Experience** | * Contract management experience within a business environment
* Experience of working with organisations with a social aim.
* Understanding of the public sector procurement process.
 | * Working with people with barriers to employment.
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| **Qualifications** | * Degree in relevant social qualification or demonstrable experience working with the third sector.
 | * Qualification in business or relevant field.
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| **Knowledge** | * Understanding of cleaning and construction industry.
 | * Knowledge of political environment in Scotland.
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| **Person Specification** |
| **Knowledge and skills** | * Communication skills with the ability to engage and work with staff, key stakeholders, employers and funders
* Resilient and capable of managing potentially stressful situations whilst presenting a calm, capable and reassuring presence to staff
* Knowledge of the needs of the target group
* Good negotiating skills
* Knowledge of the employment training and community support structures in the local area is an advantage
* Knowledge of the Criminal Justice System in Scotland
* Ability to cost work accurately
* Knowledge of cleaning and construction sectors.
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| **Experience** | * Experience of working with a wide range of agencies, including developing links and working relationships with a wide range of local services, employment and community related agencies, in particular Careers, Criminal Justice Services.
* Experience of IT systems
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| **Attitude and approach to work** | * Flexible in your approach to working hours and location
* Able to demonstrate a strong commitment to the principles of All Cleaned Up and Apex Scotland.
* Self-confident, and optimistic in outlook whilst remaining results orientated; adaptable, with a ‘can do’ attitude.
* Self-motivated, punctual, reliable, responsible and able to work under pressure and to tight deadlines.
* Ability to manage time effectively; work to deadlines, and the ability and willingness to work outside normal working hours when necessary.
* Demonstrable commitment to the principles of social justice, equality of opportunity and challenging discrimination.
* Committed to personal development.
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| **Service Focus** | **Service provision** * Be able to demonstrate a comprehensive understanding and knowledge of employability and contracts
* Must be a motivated and professional individual, with a desire to achieve results with a strong client focus.

**Recording and monitoring*** Comfortable working with a wide range of management information; able to interpret and produce reports where required.
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| **Interpersonal****Skills** | **Working with others / Leadership*** Able to network effectively, build and maintain constructive working relationships across a range of stakeholders.
* Excellent people skills and the ability to lead, motivate and develop a team of volunteers.

**Communication*** Outstanding communication and interpersonal skills, both written and verbal.
* Confident at presenting information in a variety of situations and to different audiences.
* Demonstrable negotiating and influencing skills.

**Equality and Diversity*** A demonstrable commitment to equal opportunities and diversity, including a commitment to co-production.
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| **Commitment to the Organisation** | **Commitment to organisational goals*** Willingness and ability to take ownership of issues facing the organisation.

**Embracing change*** Open to, and supportive of, change and new ways of working.
* Should exhibit a drive for continuous improvement, and ability to deal positively with challenges and changes in strategic direction.
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