

# Contracts Administrator - NWR

**Stannah**

## Job Description

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Function: Network Rail

Reports to: Office Manager

### Purpose

The role of the Contract Administrator is to ensure that Network Rails' requirements under the terms of Measured Term Maintenance Contract 2014 - 24 (CMP 290) are met by provision of administration support to the branch network, colleagues and line manager by collating and entering data for the customer.

### Key Responsibilities

Network Rail is a 24-hour business. We recognise that the demands of the client such as the Train Operating Companies (TOC's) and the fare paying public expecting 'step free access' to and from their destination. Therefore, it is **essential** that the **core** responsibilities of the role are achieved as a minimum. Core responsibilities are:

1. General Administration: to provide administration support to the Network Rail Management team in order to meet the requirements of the CMP 290 contract:
  - Ensuring all key reports are produced within the required timescales.
  - Progressing deadlines with the branches and ensuring data received are entered and updated in a timely fashion.
  - Provide administration support to the other team members as and when required.
  - To work responsibly within four key areas: Health & Safety; Quality; Productivity and Customer Service.
  - For each of the key areas, you will ensure you achieve the highest standards of health, safety and environmental management within your area; fully engage in continuous improvement activities to enhance the efficiency and effectiveness of our operations; consistently demonstrate appropriate commercial awareness so that we achieve our required levels of profitability and have the necessary skills, knowledge and capabilities.
  - Support our company values as detailed in our Company Behavior Standards.
2. Health, Safety and Environment - Health and Safety will always be the priority for our business and that of NR. You will ensure the health, safety and welfare of all who work in or visit your area of the office. You have a similar level of responsibility in ensuring that our activities are consistent with good environmental practice. You will fulfil your responsibilities as described in the Company's Health and Safety Management system; Environmental Management System and other company policies and rules.

To do this effectively, you will need to develop and maintain a good working knowledge of these systems and policies both within our business and those within NR.
3. Quality - you will set high standards and will ensure that these are achieved. These standards will address, for example: the quality of the work carried out; the quality of the records you produce; your personal appearance and the ways in which you communicate with customers and colleagues within the Stannah Group.

4. Communication - you will demonstrate the skills required for effective verbal and written communication enabling you to communicate at all levels of our business. You will also be required to provide the Operations Manager, Team Leader, relevant CM, Network Rail and their appointed representative(s) with accurate and substantiated information on all aspects of your role. You are a key member of the NRO. This will require you to communicate effectively with your Manager and at all levels within the branch network.
5. Continuous Improvement - continuous improvements(CI) activities are vital for the continued success of our business. You will fully engage in CI activities for your team, your local business unit and for the company as a whole. The aim is to identify and implement “best practice” in all areas of our operations. To do this, you will need to develop the necessary knowledge and skills in CI. You will also need to challenge current practice, always looking for more effective and efficient ways to do things. For example:
  - Developing and reviewing suitable KPI's and identifying ways to improve performance.
  - Carrying out reviews of work completed.
  - Working with colleagues in other parts of the business to share ideas for improvement, and
  - Reflecting on your own performance to identify development needs.
6. Group Liaison - the Stannah Group of companies has a diverse range of activities and capabilities. This represents a significant source of competitive advantage. You will work with colleagues in other Stannah operating companies in a constructive manner that helps to foster good and productive working relationships.
7. Planning - you will ensure that you communicate with the Office Manager with regards to the ongoing viability of workloads.
8. Customer Service - you will deliver an exceptional level of customer service. As a **minimum**, we will meet our contractual obligations as a high quality service provider. However, the aim is for our customers to be **delighted** with the service they receive.

You will lead by example in taking ownership of customers service issues ensuring that e.g.

- we fully and effectively communicate with customers.
- others in the business are kept informed of issues as appropriate.
- Problems are escalated where this will help resolve them.
- issues are fully resolved to the satisfaction of the customer.
- suitable records are maintained.
- where appropriate, actions are taken to prevent a repeat occurrence.

You will ensure that you truly understand the need for excellent customer service, what this means in practice and your role in delivering it.

9. Training - you will complete suitable training to enable you to work to our policies and procedures and the use of our IT systems. You will demonstrate a commitment to your personal development.
10. Knowledge - you will develop and maintain an appropriate level of systems / processes knowledge (both internal and external), to understand and meet NR expectations. Your knowledge within your role will be built to assist the branch network with queries and you will be able to continually question the data and information being sent to you.

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### 11. Key Deliverables:

- Maintaining and updating the client's web-based database 'Atrium', chasing and collating information with regards to 30 minute, 2 hour and 24 hour callouts from the branch network on a daily basis by way of the OPHD reports, checking for discrepancies, ensuring all orders are progressed to closure and reasons are provided for missing target start timescales for NR's Dashboard Reports. Building a rolling summary of all callouts received during the contract year for each branch, in order that history of each lift on the portfolio can be easily identified.
- Monitoring lift entrapment forms, checking to make sure these are signed for by both parties, recording data on a separate spreadsheet, ensuring the completed 'Entrapment' forms are received from the branch network for each entrapment by 09:00am the next working day. Providing the CMs with copies of the forms for review.
- Monitoring lift working on arrivals and resets, recording data on a separate spreadsheet, ensuring the completed 'Working on Arrival/Reset' forms are received from the branch network for each working on arrival/reset reported with a view to reducing the number of calls received via OPHD. Providing the CMs with copies of the forms for review.
- Printing and distributing the Lift Inspectors Thorough Examination, Lifting Beam and House keeping reports to the agreed circulation list. Maintaining a rolling spreadsheet for the Lift Inspectors schedules, monitoring to ensure that the time between inspections does not exceed six months, rearranging inspection with the Lift Inspectors if a Report of Visit is issued. Monitoring the timescales for the branch network to return annotated reports and completed house-keeping items.
- Recording immediate reports, promptly, on a separate rolling spreadsheet. Ensuring that the relevant persons are emailed and all documents are saved in the correct folders.
- Recording F1 service items on a separate rolling summary report spreadsheet, chasing the branch network for resolve and escalating non-compliance as necessary.
- Maintaining the LG Test Schedule records, including advising the branch network via colour coding of all tests due up to two months in advance, updating records with test paperwork received and chasing for completion of overdue tests. Saving LG certificates into the relevant branch folders and archiving out of date certificates once updated certificates are received.
- Co-ordinating work orders raised or raising orders for water in pit removals. Liaising with the sub-contractors and branches when made aware of said orders, arranging engineer attendance, raising purchase orders, requesting OPHD orders as necessary, ensuring work package plans received and checked. Preparing and processing paperwork for payment, including closing purchase orders, obtaining waste transfer notices and updating spreadsheets throughout the process.
- Managing the administration of the NICEIC inspection service, providing the appointed sub-contractors with purchase orders to complete tests within the required timescales, chasing down paperwork and ensuring all certification and invoices are received, recorded, processed, distributed and scanned as appropriate, updating records with dates completed and next due for the three year rolling targets.

- Ensuring that all new, decommissioned and suspended lifts are entered into all spreadsheets and are updated in all the relevant fields of each spreadsheet, folders where relevant. ROB, CMP290 OPHD South, Lift Inspectors Schedules, Lift Inspectors Folders, Branch Insurance F54 Folders. NICEIC spreadsheet, LG schedules, SSRA Spreadsheet, Machine Room & Accumulator Survey.
- To cover end of period reports in the event of absenteeism. YTD, Three or more, Lifts out of Service Executive Summary.

*This list is not exhaustive and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and/or the administration function.*

## **Skills and Experience**

- Ability to plan, prioritise and organise workloads.
- Capable of interpreting and reporting data.
- Experience in general administration.
- Experience in working with a pressured environment.
- Attention to detail.

## **Personal Attributes and Behaviours**

- Excellent communication skills with the ability to interact at all levels and with different departments.
- Calm & effective under pressure.
- Team Player.

## **Relationships**

### Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate technical complex and sensitive information.

### External

External agencies including suppliers and customers.

## **Education and Qualifications**

- GCSE in English and Maths A-C