

Utility Contracts Manager

Location: Any Water Direct Office (hybrid 2 days per week)

Salary: £36,000 to £40,000 depending on experience

Contract Type: Full-Time/Permanent

Reports to: Chief Commercial Officer

About the Role

We are seeking a skilled and motivated Utility Contracts Manager to oversee our portfolio of water utility clients. This role is critical in ensuring the successful delivery of contracts, from tendering and negotiation to execution and ongoing management. The ideal candidate will possess exceptional stakeholder management skills, excellent communication abilities, and a strong aptitude for data analysis and reporting.

Key Responsibilities

1. Contract Management

- Oversee the lifecycle of contracts with water utility clients, ensuring compliance with agreed terms and conditions.
- Manage contract renewals and amendments.
- Identify risks and opportunities within contracts and develop strategies to address them.
- Monitor operational performance against contractual obligations, flagging instances where service standards fall below expectation.

2. Stakeholder Management

- Build and maintain strong relationships with clients, internal teams, and external partners.
- Act as the primary point of contact for water utility clients, ensuring their needs are met and issues are resolved promptly.
- Facilitate regular meetings to align stakeholders on contract deliverables and performance.
- Undertake regular on site meetings with utility customers.

3. Communication and Collaboration

- Clearly communicate contract requirements and expectations to relevant internal teams.

- Develop and deliver reports, presentations, and updates to clients and internal stakeholders.
- Foster collaboration across departments to ensure smooth contract execution.
- Contribute to the wider product strategy, ensuring Water Direct's products and services remain focused on the customer's current needs.

4. Data Reporting and Analysis

- Generate and analyse performance reports to monitor contract KPIs.
- Provide actionable insights to clients and management based on report findings.
- Use data to track progress, ensure compliance, and inform strategic decision-making.

5. Tender Management and Negotiation

- Lead the preparation and submission of tenders for new and existing contracts.
- Conduct negotiations with clients and suppliers to secure favourable terms.
- Ensure tender documents are accurate, comprehensive, and submitted on time.
- Advise customers on AWS best practice, ensuring Water Direct's services are best suited to their needs.

Key Skills and Competencies

- Strong understanding of the UK Water Industry, particularly relating to regulation, operations and strategic priorities.
- Proven experience in contract management, preferably within the water utility or similar sector.
- Strong stakeholder management and relationship-building abilities.
- Excellent written and verbal communication skills.
- Proficient in data analysis and reporting tools, with a keen eye for detail.
- Skilled negotiator with experience managing tenders and securing contracts.

- Ability to work collaboratively across teams and manage competing priorities.

Qualifications

- Bachelor's degree in a relevant field would be advantageous, but not necessary