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# John Smith

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Newcastle upon Tyne  
Post Code

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## CONTRACTS MANAGER (SMALL CIVILS AND UTILITIES)

♦ Project Management - Operational and Regional Management ♦

Proven project and operational management experience, working for both owners and national companies, local authority and government-owned facilities. Proven record of managing service contracts and implementing / co-ordinating small civil and utility projects whilst supervising multi-disciplined teams. Consistently meeting tight schedules and budgets. Committed to safety and a "right the first time" philosophy. Now looking to return to contract / project managing onsite working in the North East.

### AREAS OF EXPERTISE

- Operational Management
- Project Management
- Tender Analysis
- Cost Controls
- Environmental Issues
- Utilities Sector
- Client Liaison
- Recruitment
- Team Training / leadership / supervision
- Fast Track Delivery
- Small Civil Engineering
- Health and Safety
- Team Training
- Contract negotiations
- Quality Assurance

### PROFESSIONAL DEVELOPMENT

<b>MBA</b>	Master's Degree in Business Administration	Date 1994
<b>DMS</b>	Diploma in Management Studies	Date 1983
<b>Certificate</b>	Industrial Management	Date 1980

### RECENT APPOINTMENTS

#### **ASSISTANT OFFICER** **Feb 02 - Present**

Company A, Longbenton, Newcastle

- Investigating deficiencies in personal NIC accounts.
- Liaising with customers and ensuring that records are accurate and with other government departments to ensure pension entitlement and database accuracy.

#### **OWNER MANAGER** **1998 - 00**

Company B.

- Established and ran this successful company, undertaking all business functions from marketing, promotions and sales, operational management and procurement

#### **CONTRACTS / OPERATIONAL MANAGER** **1997 - 98**

Company C

Operational management of multi-sites in the North East Division. Services include Aquavac, HPWJ- High Pressure Water Jetting, CCTV, Civils, Plumbing and Drainage. Total profit responsibility with a turnover of £1.5 Million. Planned workload and resource utilisation, tendering, contract negotiation and budget control. Recruited staff.

- Delivery of high pressure jetting/ cutting and cleaning services and water infrastructures.
  - Responsible for profit performance of the contract.
  - Maximised efficiencies and performance whilst being responsible for managing the contract team.
  - Evaluated recruitment and training programmes that ensured the workforce met industry standards, optimised contract execution and client expectations.
  - Clients include: Royal Mail, Railtrack, Nexus, Newcastle Breweries, Newcastle City Council, Sunderland City Council, Northumbria County Council, Sunderland University, Port of Sunderland, Enterprise 5 Housing Association, UK Land and Estates, Northumbria Water, McNulty Marine, Walkers Crisps.
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## PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

### DIVISIONAL SERVICE MANAGER (NORTH EAST)

1996 - 97

#### Company D

Total managerial responsibility and profit accountability for regional operations, plus the delivery of all aspects of day-to-day services: Co-ordinating and overseeing up to 50 field based Engineers and regional admin staff: servicing all types of domestic white goods appliances, day to day scheduling of engineers diaries to optimise utilisation, maintenance and upkeep of vehicles and stock reporting on monthly performance figures. (Turnover £2.5 Million).

- Produced and reported on monthly performance figures.
- Maximized efficiencies.
- Implemented business plans to increase engineer utilisation and efficiency.
- Continual monitoring and reporting of service quality.
- Met on all contract specific key performance indicators (KPIs) including output, client satisfaction, health and safety and staff training.

### ASSISTANT REGIONAL MANAGER

1990 - 93

#### Company E (North East). (1990-93)

- Established, developed and operated the Northern Regional Office and sub office, payroll of 70. controlled all regional administrative functions. Utilities Sector.

#### Company F. (1991-92)

- Contract and project management of regional contracts across the north east, payroll of over 100. Monthly contract meetings with client utilities sector.

**CONTRACT DELIVERY:** complying with statutory regulations, approved codes of practice, recognised guidelines and other requirements where applicable, and by actively promoting a positive and fair safety culture that has achieved and maintained the highest possible standards.

- Consolidated the implementation of new management systems and company initiatives.
- Implemented behavioural safety initiatives in accordance with the needs of the water businesses to reduce third party utility damages.
- Managed environmental aspects specific to each contract undertaken, including water pollution control, waste management, noise control, protection of wildlife and plants.
- Maintained certification to ISO14001: International Standard for Environmental Management Systems.
- Ensured joint consultation and co-operation with employees, environmental enforcement bodies, regulators and any other relevant and interested organisation/persons.
- Achieved a 10% reduction in AFR. Ran safety leadership programmes for front line supervisors. Encouraged subcontractors to improve their standards of environmental management. Maintained certification to ISO 14001 and OHSAS 18001.

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## EARLY CAREER SUMMARY

Quantity Surveyor	Employer	1988-90
Quantity Surveyor	Employer	1987-88
Site Manager	Employer	1980-87
Assistant Plant Hire Manager	Employer	1979-80
Sales Office Manager	Employer	1976-79
Insurance Officer	Employer	1975-76
Sales Office Clerk	Employer	1974-75

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## PERSONAL

Interests and Pastimes: Geology, Natural Sciences, Astronomy.  
Born: 1973.  
Status: Married, 3 children.

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