



Role Specification

Job title: Contracts/Jobs Officer

Reports to: Managing Director

Primary Duties:

Build relationships and liaise with customers to determine requirements and service levels.

Customer and Hire Contracts

Management of D H Marine key customer contracts to include: contract liaison, creation of estimates, PO administration, hire contract management and plant & equipment scheduling.

- Creation of estimates for work scopes. This will involve close liaison with the customer to confirm the scope of work/customer expectation, estimation of plant hire, labour, materials, travel and transport costs and checking plant & equipment availability. Liaise with Technical Services Manager and Electrical/Engineering foremen to schedule plant readiness and delivery/collection.
- Negotiate plant hire and labour rates, creating, communicating and updating agreed schedule of rates as necessary.
- Create, manage and off-hire plant hire contracts – Creation of hire contracts based on the agreed scope of work and subsequent management of contracts from start to finish, including gaining appropriate signatures/authorisation for any associated labour/materials/travel/transport costs as necessary. Pursue the necessary purchase orders to provide appropriate financial cover. Ensure all necessary documentation is in place and all costs accounted for.
- Liaise closely with finance team to assist with timely and accurate submission of hire contract/labour costs for authorisation and payment.

Customer Jobs

Work closely with Technical Services team to ensure delivery of customer requirements. This will involve creation of estimates, allocation of workforce in conjunction with Technical Services Manager and Foremen, closing job on completion and scrutinising all aspects of job for quantifying and billing purposes in a timeous fashion before passing to finance team for customer invoicing.

- Create estimates and agree timescales with the customer and Technical Services team to provide a high level of customer service.
- Where appropriate, select and approve subcontractors, ensuring they are competent and hold the correct levels of insurance. Set up formal subcontractor agreements to cover scope of work required, along with agreed labour costs etc. Liaise with admin staff before commencement of customer job to make sure necessary authorisations are prepared for compliance and correct treatment of VAT and CIS Tax deductions on subcontractor payments.
- Pursue the appropriate PO documentation.

- Liaise with Materials Coordinator to cost and plan aspects of job, ensuring materials are available when required.
- Ensure all documentation is completed where necessary, including staged customer sign off as appropriate. On closing job, ensure all costs are accurately accounted for and liaise closely with finance team to assist with timely and accurate submission of invoices.
- Communicate and respond to any customer service issues in conjunction the Technical Services team and QHSE Compliance Officer to ensure customer satisfaction.

Other Duties

Carry out assigned tasks and other duties in a safe manner, in accordance with instructions and complying with relevant DH Marine policies and procedures as necessary.

Training Provided

You will work closely with Managing Director, Technical Services and Admin/Finance teams to integrate into company practices and gain insight into day to day requirements.

Criteria	Essential	Desirable
Skills / Competencies	<ul style="list-style-type: none"> • Excellent communication skills, both written and verbal are key to this role • Technical background, able to understand basic mechanical and electrical workings • Knowledge of Job Costings/Estimates • Experience in contractual obligations across multiple industries, including oil and gas • Understanding of job administration • Computer literate • Excellent Customer Focus • Ability to work to deadlines 	<ul style="list-style-type: none"> • Experience in using Syrinx Software*
Knowledge	<ul style="list-style-type: none"> • Good working knowledge of marine / mechanical / electrical systems • Basic product knowledge relating to electrical and mechanical engineering consumables and service parts, including lubricants, batteries, filters, chemicals, marine / automotive accessories and marine safety equipment etc • Producing and implementing contracts with customers and service providers. Ability to scrutinise scopes and contracts to ensure delivery requirements are met without delays while keeping costs on track. 	<ul style="list-style-type: none"> • Awareness of Quality systems (ISO9001) and HSE Compliance • Awareness of Construction Industry Scheme
Experience Required	<ul style="list-style-type: none"> • Experience in a similar role • Preparing quotations and managing job delivery 	<ul style="list-style-type: none"> • Plant hire background • Customer Service
Special Attributes	<ul style="list-style-type: none"> • Current car driving licence • Physically able to unpack goods and deliver to job if necessary. 	<ul style="list-style-type: none"> • Driving licence with B + E entitlement (trailer)
Personal Qualities	<ul style="list-style-type: none"> • Customer focused • Able to deal confidently with people in a professional manner • Enjoy working as part of a team • Organised and used to prioritising and managing your own workload. • Proactive and self-reliant, able to use own initiative to solve problems • Flexible 'can-do' attitude, able to respond positively to new challenges and change 	

*Where you do not possess these criteria at the recruitment stage, then training will be arranged to fulfil this requirement.