

Managing Director Construction

I. The Application Process

How to apply:

Internal candidates should apply in writing, with a brief CV and a covering letter setting out why they feel they are suited to the position. Particular attention will be paid to the covering letter where candidates are expected to tailor their skills and experience to the application. Details of current salary and benefits package should also be provided.

Applications should be addressed to:

Mr A Duggan
Head of HR
CastleOak Care Partnerships Ltd
Raglan House
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Cardiff Gate Business Park
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marked "Job Application – Private"

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JOB IDENTIFICATION

Job Title:	Managing Director Construction
Employment Status:	Permanent, Fulltime

PERSON SPECIFICATION

The role requires a person who has drive, self-confidence, assertion, accuracy and the ability to achieve profitable results. The job calls for a person who is prepared to meet opposition and resistance to ideas, will keep pressure on others to meet deadlines in an environment which could have variety and interruption. The person fulfilling this role should be self-starting, competitive, imaginative, enthusiastic, self-confident, inspiring, logical, systematic and precise. The ability to communicate and influence others, retain standards and make things happen quickly are integral to the position.

Personal Attributes

The successful candidate will possess the following:

1. Commitment to the provision of excellent customer service.
2. Organised, structured and professional
3. Proven people management and project management skills with a proactive approach to managing the achievement of results
4. Proven influencing and negotiation skills to both internal and external stakeholders
5. Excellent verbal and written communication skills
6. Organised, structured and professional with a passion for excellence
7. Self-starter who has experience of leading and managing functions
8. Strong team leadership skills and the ability to delegate effectively
9. High degree of customer understanding and focus
10. Trustworthy & ethical approach exercising discretion where required
11. Desire to understand, adapt and promote Castleoak's culture and ethos and be an ambassador for the Company.

Technical Attributes

The candidate must possess the following:

Essential

1. Experience in either a MD role or as a Regional / Divisional Director for a large Contractor
2. Experience in leading and managing multi-disciplinary teams encompassing Commercial, Construction and Pre-construction functions
3. Experience of strategy development
4. Experience of change management and evolving strategy into workable solutions.
5. Ability to develop strategies and plans which align to the business plan
6. Ability to contribute and deliver at a strategic level and deliver results to achieve targets
7. Ability to prioritise workload and manage multiple projects simultaneously
8. Commitment to customer satisfaction through achievement of quality
9. Strong analytical and IT skills
10. Comprehensive knowledge of current Construction matters, trends and best practice
11. Ability to drive margin improvements through structured efficiency programmes

Desirable

1. Care Home/Sheltered housing experience
2. Postgraduate Degree educated
3. MCIOB

JOB PURPOSE

The role is accountable to the Group Chief Executive for the efficient operation and delivery of profitable growth in Construction. To achieve this growth the role has responsibility for all activities focused on ensuring that projects are delivered to timescale, budget and quality, whilst maintaining excellent standards of health and safety and customer satisfaction.

The role oversees the Construction, Commercial and Partnerships (pre-construction) Communities within the construction business and ensures positive working relationships with the Business Support Communities. The role also oversees Castleoak's Timber-frame Company (CTF), a separate entity within the Castleoak group.

As a member of the Group Executive Board, the role is also responsible for ensuring that the Construction Company is fully aligned to the achievement of the Group's objectives, achieving the goals set out in the business plan whilst ensuring adherence to purpose and values, policies and procedures.

KEY ACCOUNTABILITIES

Key Accountabilities	KPI's / Measures
1. Delivery of annual targets	<ul style="list-style-type: none"> ○ Pipeline conversion into contract ○ Customer Satisfaction ○ Construction nett profit ○ Project gross margin ○ Production revenue ○ Other measures: <ul style="list-style-type: none"> ○ Carbon Footprint and Site Waste Generation ○ Considerate Constructors ○ Supplier Satisfaction ○ Quantity / Cost of defects through DLP
2. Strategy and long-term Business Improvement	<ul style="list-style-type: none"> ○ Development of long-term customer relationships and repeat business ○ Year on year margin and customer satisfaction improvements through reductions in programme time and overall improvements in efficiency
3. Leadership / People	<ul style="list-style-type: none"> ○ Colleague engagement ○ Succession plans in place ○ Personal Development Planning (PDP) processes in place
4. Risk and Financial Management	<ul style="list-style-type: none"> ○ Compliance with insurance requirements ○ Risk management controls in place ○ Positive H&S results

DETAILED JOB PROFILE & RESPONSIBILITIES

Delivery of Annual Targets

- Prepares and owns annual budgets and targets and drives the Construction Community to achieve these targets.
- Provides strategic guidance, support and challenge to ensure delivery of the targets.
- Puts systems, processes and meeting structures in place to monitor progress.
- Puts resource strategies in place and manages resource costs to overhead budgets.
- Works with the Group Sales function to convert pipeline sales to order book and determine approach to customer projects.
- Balances the competing demands of the Construction Communities to achieve the best result for the CastleOak group.
- Provides strategic guidance to the production of the pre-construction programmes.
- Delivers high quality projects and effectively hands them over to customers.
- Develops and monitors the after sales support strategy for projects including the management of the defects liability period and collection of retentions.
- Puts strategies in place to ensure high levels of customer satisfaction across all projects.

Strategy and Long-term Business Improvements

- In conjunction with the other Group Directors, develop a business plan setting out the strategies which will deliver the organisations longer-term goals.
- Understands customer's needs and how these are being fulfilled by the Construction Community and ensures that positive and negative feedback is acted upon.
- Leads product and service development and efficiency projects to deliver improved margins over the long-term whilst maintaining the delivery of excellent customer service.
- Sets challenging commercial targets to drive performance improvements
- Sets a culture of continuous improvement including the set up of processes and committees to learn and share best practice.

Leadership and People

- Provides leadership and strategic guidance, chairing Operations Board meetings and supporting the development of business strategies to deliver the required levels of profitability.
- Ensures that the Construction Communities plan is effectively communicated and that all colleagues have accountabilities and targets aligned to the achievement of this business plan.
- Supported by the Head of HR leads the development of a performance culture which drives performance on a day to day and annual basis.
- Liaises with the Head of HR to develop strategies for Construction which drive engagement and ensure that colleagues are delivering in line with the CastleOak's purpose, values and policies and procedures.
- Reviews the Best Companies (Engagement) results, communicates the results and puts in place effective action plans to deliver engagement improvements on an annual basis.
- Puts in place Succession and Personal Development Plans seeking out future organisational talent.
- Provides mentoring support to direct team and other colleagues across the business in line with the succession plans.

Financial / Risk Management

- Owns the Health and Safety policy for Construction and puts processes and systems in place to monitor its compliance and share best practice.
- Puts in place effective risk management processes to identify, quantify, monitor and minimise risks in projects.
- Provides strategic guidance, support and challenge to ensure effective cost forecasting and cost management of projects.

- Ensures that there are effective contract and documentation procedures in place to deliver legally complaint projects and minimise costs and risks.
- Reports Construction performance to the Group board highlighting results and risk.
- Signs off projects through the various stages from feasibility through to construction.
- Liaises with the Finance Director to track the financial performance of Construction and ensures that Finance receive accurate information in a timely and organised manner.
- Puts reporting structures in place to monitor project progress, risks and costs reporting into:
 - Construction Operations Board
 - CTF Operations Board
 - Business Review meetings with Group Chief Executive
 - Group Board meetings
 - Forecasting and forward planning

KEY WORKING RELATIONSHIPS

- Figure Head for Construction and CTF communities representing the Group Board to colleagues and stakeholders in matters relating to this area of the business.
- Works with the Development and Group sales functions to ensure that their projects are commercially viable and effectively planned for.
- Develops partnering working relationships with senior customer and supply chain counterparts ensuring regular two-way communication takes place.
- Formulates strategic reviews and planning meetings with the Managing Director, Development to ensure alignment of goals and delivery.
- Proactively raises and resolves issues with other Directors considering both the Construction and CTF Community goals.
- Maintains a positive working relationship with other Board members and Line Managers to debate, develop and implement companywide changes.
- Represents CastleOak to external contacts and stakeholders building and maintaining Castleoaks reputation.
- Works with the Finance Director, Head of HR and Head of Marketing to formalise work relating to HR, Finance and Marketing to make sure that there are consistent processes across the Company.

RESPONSIBILITIES FOR COLLEAGUES

- Owns the engagement agenda for the Construction Company and spends time with members of the team understanding what can be done to improve the engagement levels of colleagues.
- Direct line management responsibility for a number of Line Managers across a number of disciplines i.e. Construction, Commercial, Partnerships (Pre-Construction) and Manufacturing (CastleOak Timber frame). Responsibilities include all aspects of Human Resources Management i.e. target setting, wellbeing, performance reviews, coaching, development support, and identification, and recruitment.
- Overall responsibility for ensuring that colleagues within Construction and Timber-frame Companies are delivering in line with the Business targets, purpose and values and those colleagues are effectively engaged in line with the Best Companies targets and actions plans.
- Leads the Construction Community in accordance with the Company purpose and values providing a role model for other managers across the business.
- Develops and promotes a positive working environment with all colleagues across the Business Unit and meets all new recruits.

WORKING ENVIRONMENT

Based at Castleoaks Head Office in Cardiff, with extensive travel across the UK. Expected to visit sites periodically to provide support and mentoring to project teams.

ORGANISATIONAL RESPONSIBILITIES

- As a member of the Group Board:
 - Sets the Company strategy and Business plan with other Board members.
 - Oversees all activities of the Group ensuring that they are in-line with the strategy and business plan.
 - Resolves issues in line with the Group goals.
- Understands and demonstrates the principles of confidentiality.
- Understands and demonstrates their responsibilities for the Health & Safety
- Understands and demonstrates commitment to CastleOak's Purpose & Values
- Demonstrate commitment to ongoing personal development
- The duties & responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.