



Role: Contractor Network Delivery Manager

Location: Remote

Basis: Full time

Salary: Up to £45,000 per annum

About the role:

Do you know what a solid network of suppliers should look like and how to get it? We are looking for a Contractor Network Delivery Manager, who will take charge of building a portfolio of trusted contractor field engineers within the Home Improvement and Renewable Energy sector.

With sole responsibility of the entire network, you will ensure engineers are properly accredited in line with industry regulations and carry out the necessary due diligence, making sure we are bringing on only the best for our clients. For this, you will exercise your knowledge in compliance and audit as well as keeping full view of the service being delivered to the client. Data and documentation management are magic, and we expect you to maintain all reporting to an extremely high level, making sure that impact and risk is nipped in the bud. Things don't always go to plan but we still have a service to deliver; calm and effective quick-thinking rather than panic solutions is a must have.

Reporting to the MD, you will be given operational autonomy for Network Delivery and stakeholder management, so you will be constantly strategising how best to utilise your network and deliver to the client within agreed SLA's. As part of this, you will be in control of capacity planning against our agreed SLA's and will be expected to make the necessary recommendations to meet the client's requirements. When deploying engineers onsite, they are representing a 15 year old brand. You will account for their personal presentation, their level of customer service and ensuring they have the proper tools and equipment to get the job done.

Our clients are important and so are our suppliers. When onboarding and expanding the network, you will take charge of contract management, ensuring that rates are agreed and paid correctly and on time, making sure any discrepancies are handled professionally and swiftly.

The bottom line: Due to the ridiculous rate QASSS is growing, this role will be pretty fast-paced and with it being one of its kind, you'll need to be a self-starter and confident in your own ability to take charge and manage any curveballs that come your way. With responsibilities spanning from sourcing, recruiting, deployment and delivery as well as the good stuff in between, you will be the glue that holds this all together.

This position is remote but from time to time, we like to meet up and collaborate, so Manchester Centre will need to be accessible.

What you will be doing:

- Sourcing, recruiting and onboarding suppliers to a growing network
- Overseeing and managing field engineers and delegating them to clients according to location, skillset and requirements.
- Carrying out due diligence on new suppliers and ensuring the correct and appropriate accreditation are in place or are obtained before site visits.
- Managing contracts and terms, in line with company policy and compliance.
- Ensuring suppliers are paid promptly and correctly.
- Inspecting the engineers tools, equipment and presentation, and dealing with any concerns immediately. Remember, they are the face of QASSS's award-winning services and need to represent us to the client.
- Carrying out regular audits on data/records, SLA's and reports, to ensure we are delivering on our promise.
- Analysing and planning capacity and resource against the client's needs and SLA's.

- Identify opportunities to consolidate resources as part of present and future planning, to achieve long term efficiency.
- Introduce new strategies, processes and contingencies as well identifying opportunities for continuous improvement in our current processes.
- Strategise with both colleagues and stakeholders ensuring deployment and delivery on big projects are carefully planned and executed.
- Be prepared to deal with unexpected circumstances head-on with minimal disruption to the client's business operation.
- Follow up on supplier performance and deal with any impact and risk thoroughly.
- Seek and record appraisals from the client to keep tabs on progress and success as well as areas for improvement.
- As per CTSi requirements, updating records and data in real time so nothing can fall through the cracks.
- Keeping abreast with any changes to SLA's or client's needs so we are always providing the best service and if required, communicate these changes immediately.
- Review contracts on expiry and decide on renewals.
- Regularly review the preferred suppliers list and your selection process.
- Identify and report any breaches by suppliers in the appropriate and correct manner.
- Ensure that communication between the supplier and client is open and fluid.

Who we are looking for:

If you can do the above, you are what we want! Here are some further pointers about what you'll need to bring to the table:

- Ideally you will have experience and/or knowledge of the home improvement and renewable energy industry.
- Knowledge and understanding of the CTSi requirements for an ADR approved body.
- Transferrable industries include but not limited to legal, finance, utilities.
- Extremely data-driven and believes in the importance and value of recording information.
- Strong skill in building networks of preferred suppliers.
- Strong ability to identify and deploy the appropriate skills for the job.
- An autonomous operator, who relishes in creating new ways of working as well as continuous improvement.
- A strategic thinker and calm problem solver; someone who has the steel to put themselves out there when the pressure is on and things don't go to plan.
- Strong empathy skills with the confidence to challenge anyone where necessary.
- Effective and confident communicator; both verbally and written.
- Results driven – again, no pressure but this is a standalone role, so you've got to want to succeed at the highest level.

Who we are:

Incorporated in 2020, QASSS Ltd is a start-up from parent company QA Scheme Support Services Ltd, who are the leading UK provider of dispute resolution services for the home improvement and renewable energy sector. We're prepared to push boundaries and step up to the challenge to do things differently from our competitors, which is why we are trusted partner in the industry. We offer a combination of pioneering resolution services including Complaint Management, Alternative Dispute Resolution and Remedial and Claims Management. With over 15 years' industry experience from our parent company, and award-winning technical expertise, we're not too shy to say we are the best at what we do and have no plans on sitting back just yet.

Due to rapid expansion, QASSS are entering a growth phase and we are looking for the best of the best to join us. With some game changing plans and exciting projects, this is an opportunity to be part of a start-up that is already making waves in the industry. If you are an ambitious and energetic performer, who is keen to progress up the ranks with an already successful start-up company, apply now!

What we're offering:

- Up to £45,000 per annum
- 23 days holidays plus bank holidays (increases with length of service)
- Pension
- Life insurance
- Remote worker allowance
- Flexible working

Interested?

For more information on QASSS as an employer, head to our careers page at www.qasss.co.uk/careers.

To apply for this role directly, please send your CV to recruitment@qasss.co.uk with the job title in the subject line and a few lines with the reasons why you think you are best suited.