

Job Title	Performance Manager
Department	Build & Repair
Reports to	Regional Manager
Grade	Management Contract (MC) - Will be matched to appropriate level of the pay framework in line with qualifications and competencies
Purpose & Overview	Undertake Managerial duties associated with First Line Managers, direct labour and contractor teams engaged on operational activities. Provide the necessary direction, technical support and motivation to the workforce to deliver performance improvements to maximise efficiency and cost effectiveness of activities associated with the safe delivery of Network Replacement, Maintenance and Development.
Key Accountabilities	<ul style="list-style-type: none"> • Manage a performance orientated Unit to deliver sustainable improvements in outputs of the workforce. • Manage and motivate a team of First Line Managers (FLM) and Technical Support Officers to out-perform business expectations. • Prepare forward looking plans to ensure that current objectives are achieved, and future expectations are considered • Prepare and authorise all permitry requirements including complex non-routine and routine operations affecting the Network. • Ensure that an effective process is in place to monitor and review performance of FLM's and TSO's. Prepare reports and provide support and guidance to highlight current performance and achieve expected performance. • Undertake design and estimating, and prepare financial applications for capex, opex or repex spend as required. • Manage Network incidents and provide reports as required. Prepare appropriate replies to high-level complaints and reports to external organisations in line with standards of service. • Ensure records of work activities are maintained in a timely fashion, to satisfy the business and legal requirements. • Conduct qualitative and quantitative assessments/inspections on work carried out on the network to ensure that appropriate standards are maintained or improved in terms of quality and value for money. • Undertake technical audits and reviews as required to ensure a compliant workforce. • Manage sickness / absence and disciplinary procedures for direct reports, to ensure compliance with company policy. • Participate in the process of agreeing performance objectives, reviewing performance, identifying development and improvement plans and monitoring staff progress against targets to the timescales set by the business. • Work within and promote the philosophy of safe team working and development across all Wales & West Utilities activities to achieve business objectives and continuously improve performance. • Manage allocated resources to produce a cost effective, customer-focused service within budget.

Technical Know-How & Skills	<ul style="list-style-type: none"> • Knowledge of appropriate legislation, policy and procedures. • Working knowledge of relevant codes of practice, engineering instructions, safety and statutory regulation. • Several years appropriate technical experience within one of the main work areas. • Supervisory/managerial experience together with effective communication skills. • Participation in the relevant standby rota as required.
Qualifications	<ul style="list-style-type: none"> • Preferably Incorporated Engineer Status or Equivalent • Full UK Driving Licence
Job Dimensions	<ul style="list-style-type: none"> • Manage up to 6 direct reports • Responsible for circa 50 FTE's (direct / contract labour) • Cost Centre budget – Up to £10 million (all categories)