**Midland Metro Limited**

**Job Description**

<table>
<thead>
<tr>
<th>Post Title:</th>
<th>Contract Administrator</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Midland Metro Limited</td>
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<tr>
<td>Location:</td>
<td>West Midlands Metro Depot</td>
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<tr>
<td>Reporting to:</td>
<td>Head of Engineering</td>
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<td>Direct Reports:</td>
<td>None</td>
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**Role Purpose:**
- To administer and monitor contracts for the provision of services for Midland Metro Limited (MML)
- To work with MML functional leads and MML’s Procurement service to set up new contracts
- To ensure that contractors’ activities on or about the West Midland Metro network are carried out safely and without detriment to operations, assets or customer experience
- To build and maintain relations with third parties and stakeholders that interface with the West Midlands Metro
- To support the management of the permit process for delivering work on and about the West Midlands Metro

**Accountabilities (Deliverables):**
- Ensuring that service providers deliver their contract obligations and deliver them within MML’s budget
- Ensuring contracts are in place for support services to be procured externally
- Ensuring contracts comply with relevant regulations and regulations
- Ensuring that communications in connection with work on the West Midlands Metro between MML and third parties and stakeholders are managed appropriately
- Ensuring compliance by 3rd Parties with permit process

**Role Responsibilities:**
- To carry out day to day administration of contracts, liaising with contractors’ representatives, managing change, arranging and chairing contract meetings where required
- Act as the point of contact for reporting by contractors, monitoring their delivery and adherence to Service Level Agreements (SLAs) and ensure that work is delivered within budget
- To engage with contractors where performance falls short and work with them to restore performance, escalating issues as needed
- To develop requirements for new services in collaboration with MML functional leads and work with MML’s Procurement service to set up the relevant contracts
**Midland Metro Limited**

- To work with Procurement to maintain an up-to-date knowledge of suppliers’ services to ensure that Midland Metro Limited is obtaining best value and benefiting from current best practice
- To monitor activity by contractors on or about the West Midland Metro network, making sure that they are working safely and without detrimental impact on operations, the assets or customer experience, and ensure contractors follow the MML Code of Practice for Working on or Near the Metro
- To ensure that Midland Metro Limited is adhering to the Standards, Guidance and policies in place to ensure the safe operation of the West Midlands Metro network with respect to interfaces with third parties
- Provide support to functional leads with procurement of high value materials
- To raise purchase requisitions on Business world and receipt completed works
- To use Business World reporting to provide information to support the administration of contracts
- Support the processing of 3rd Party Permits in accordance with the permit process and collect 3rd Party fees where appropriate
- When required chair the Traffic Notice meeting and publish weekly Traffic Notice and late notices
- Supporting the monitoring of planning applications affecting West Midlands Metro operations and processing internal feedback for submission to the relevant planning authorities
- Representing MML in negotiations with planning authorities and developers ensuring Metro requirements are incorporated in planning conditions
- Ad hoc management of MML activities arising from 3rd Party works and permit process

**In addition:**
- The job holder will be required to undertake other duties in line with their competencies as reasonably requested from time to time to meet the needs of the business

**Decision Making Authority:**
- Supplier appointment, subject to approval for higher value contracts
- Goods receipting of completed works
- Authorising change up to a pre-defined value

**People Management:**
- There are no direct reports into this role.

**Legislation & Compliance:**
- Ensure that all permitted works are planned in accordance with health and safety legislation
- The Railways and Other Guided Transport Systems (Safety) Regulations, Tramways Principles and Guidance and MML’s Safety Management System
## Person Specification

<table>
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<tr>
<th>Tasks:</th>
<th>Level of Experience</th>
<th>Desirable/ Essential</th>
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| Work Experience: | • Experience in administering contracts  
| | • Experience in selecting and appointing suppliers  
| | • Experience in working on own initiative and being held accountable for decisions that affect the performance of the organisation  
| | • Good working knowledge of Health and Safety Legislation  | Essential |
| | • Experience in heavy or light rail  
| | • Good understanding of risk assessment / method statement methodology  
| | • Demonstrable stakeholder management background / experience  
| | • Experience of Safety Management Systems.  | Desirable |
| Education: | • Relevant higher education qualification or relevant experience in lieu  
| | • CIPFA/CIPS or equivalent relevant qualification  
| | • Hold a current and clean driving licence  | Essential, Desirable |
| Managing People: | • There are no direct reports into this role.  | |
| Communication: | • Must have excellent interpersonal skills  
| | • Good attention to detail  
| | • Good written and verbal communication skills  
| | • Collaborative and adheres to TfWM and MML values and behaviours.  | Essential |
| Additional Qualities: | • The ability to work in partnership and across boundaries to achieve results  
| | • A professional approach which generates credibility and confidence in others  
| | • There may be a requirement to work outside normal office hours on occasion to meet work deadlines, give presentations, attend meetings etc  
| | • To be a starter, finisher and completer.  | Essential |
| Personal Attributes: | • Ability to establish and grow relationships with key suppliers and stakeholders  
| | • Ability and willingness to do what it takes to get the job done.  | Essential |
| Driving through Change: | • To have contributed to developing organisational and process improvements in your workplace  | Desirable |
| Drugs & Alcohol | • The duty holder will be subject to random and for cause drugs and alcohol testing in line with current Midland Metro Limited procedures and policy  | Essential |