

Job Title:	Design Manager
Business:	UK In-Country
Division:	Detailing & 3D Modelling
Reports to:	Senior Design Manager
Direct Reports:	Document Controllers
Main Interfaces:	CTG Clients (Contractors & Consultant Engineers) Directors Off-shore Team Leaders
Qualifications:	Engineering Degree or relevant experience
Issue Date:	2 November 2007

Overall Purpose
<ul style="list-style-type: none"> To manage the design detailing process from the initial sale through to the final payment for works completed.

Key Activities
<p>Sales / Business Development</p> <ul style="list-style-type: none"> Actively participate with directors & management to formulate plans for securing new opportunities. Maintain a broad network of relationships with Clients, Contractors & Consultants to identify potential new business opportunities & feedback information to directors & management. Work in conjunction with the directors to develop & maintain b2b relationships with current & potential Client organisations. Manage the pre-contact activities involved in understanding & bidding potential projects.

Project Delivery
<ul style="list-style-type: none"> Define & clarify Clients specific design detailing requirements. Plan & produce a detailing strategy for each project. Project-manage all jobs in accordance with the detailing strategy to ensure successful & timely delivery of all projects using technology & tools provided. Act as the conduit between internal / external stakeholders & ensure effective communication takes place between all stakeholders. Act as the in-country detailing expert & ensure all queries are resolved in a timely fashion. Actively manage change in the design process & gain agreement to all additional works in advance of completion. Check all drawings for quality to ensure compliance with the prescribed detailing strategy. Manage the commercial aspects of the project, including invoicing and obtaining payment.

People Management
<ul style="list-style-type: none"> Establish meaningful goals & objectives, delegate delivery responsibility to the lowest appropriate level & provide the drive, support, guidance & encouragement to ensure commercial success of the business. Ensure all DC's have a good understanding of their role & responsibilities, giving the appropriate motivation & leading by personal example.

Business Improvement / Management

- Manage the document controllers to ensure they are complying with business process / procedure and delivering in accordance with customer requirements.
- Continually strive to improve communication, processes, systems & tools across the business in conjunction with the management & broader teams.
- Promote knowledge sharing and learning.

Key Competencies**Technical**

- Excellent understanding of the reinforced concrete design & detailing.
- Good comprehension of how structures are constructed, including a good understanding of the buildability issues faced by Clients in delivering projects.
- Thorough understanding of Health & Safety regulations & legislation.
- Ability to control and reduce health & safety risks.
- Knowledge & understanding of CDM regulations.

Communication

- Communicates accurately, concisely and in a timely manner, demonstrating effective listening skills.
- Works hard at adapting communication to suit different audiences.
- Communicates views & concerns openly, honestly & will constructively challenge others, handling disagreements & conflict effectively.
- Provides straightforward & accurate information about the most difficult & complex issues or policies.
- Ability to effectively influence & negotiate.
- Builds relationships both within CTG and externally.

Personal Drive

- Prepared to take initiative, a self-starter who always rises to the challenge.
- Always looking for the next challenge.
- Has a positive attitude to change & remains resilient & positive even when under considerable pressure.
- Must be a 'finisher' with great attention to detail & can effectively cope with setbacks.
- Prepared to make personal sacrifice to ensure a goal is achieved.
- Strives to fulfil own potential & continues to self-develop.
- Actively seeks opportunities for learning, & advancing professional qualifications.
- Willingness to develop & work in a team; encourages & adopts team goals; understands & appreciates others roles; learns from others.

Business & Commercial Acumen

- Able to identify risks & opportunities & put in place pro-active plans to manage them.
- Able to define how changes in the external market affects the business & can put proposals forward to address these.
- Describe critical success factors of Clients for their projects & highlight strategies for delivering these.
- Highly competent in the application of IT skills.

Client Focus (Internal & External)

- Understands the key measures by which his/ her performance will be measured.
- Works to ensure Client service is an integrated part of their work.
- Proactively drives through changes that bring about improvements.
- Actively works to improve the public perception of CTG.
- Proactive in using direct & informal contacts with Clients and/or their consultants to constantly monitor Client satisfaction & pick up cues regarding satisfaction & future needs/ opportunities.
- Can quickly gain a good understanding of Clients business and is responsive to Client needs.
- Establish regular contact with Clients. Keep them informed of progress, to ensure continued satisfaction.

Innovation

- Is able to develop innovative solutions that directly contribute to CTG & the Client both in the short & medium term.
- Challenges traditional views & looks for improvement through adopting a new approach.
- Willing to cast aside traditional assumptions & try approaching issues from a different angle or perspective.
- Effective at taking the 'seed' of an idea & developing it as an approach that can add value.
- Useful sounding board for new ideas & ways of doing things.