**SELWOOD LTD**

**POSITION DESCRIPTION: Framework Manager**

**LOCATION:** Location (dependent on framework)

**POSITION PURPOSE:** The Framework Manager is responsible for managing and strengthening Selwood’s strategic relationship with [the framework provider]. This role ensures the delivery of high-quality service and supports the growth and profitability of Selwood within this key framework. The role requires strong leadership, business management skills, and a deep understanding of the private utility sector, specifically in relation to [the framework provider’s] operational needs and strategic goals.

**RESPONSIBLE TO:** Director of Sales – South/North

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| --- | --- | --- |
| **REGULAR CONTACTS:** | **External**  | Designated Framework/Water Authority and its contractors |
| **Internal** | North & South Sales DirectorsGeneral Manager ScotlandGroup Managing DirectorGroup Technical Solutions Director Commercial Finance DirectorDirector of Special Projects & Solutions Director of Product Service & ExcellenceHead of Project DeliveryDirector of Solutions North & Electrical Devt.Head of Clean WaterSHEQ Director & TeamFleet Support ManagersSales TeamsSolutions Director, PMs and Solution TeamsInstallation and Electrical Managers and TeamsAll Departmental ManagersOperational ManagersManagement AccountantsClient Services including all associated partners (Speedy) HR TeamBusiness Technology DepartmentWorkdry Group Businesses, Pump Manufacturing & Siltbuster   |

**MAIN RESPONSIBILITIES:**

* Strategic Relationship Management:

Drive growth maximise sales and profitability and lead customer experience strategies.

Develop and maintain strong relationships with Framework Clients to enhance awareness of Selwood products and services

Engage with key departments within [the Framework Provider] such as Procurement, Health & Safety, Sustainability & Environmental, and project leads within Clean & Wastewater sectors.

* Project Pipeline Development:

Identify and cultivate relationships with Tier 1, 2 & 3 contractors involved in [The Framework Provider’s] AMP (Asset Management Plan) delivery.

Develop and maintain a project pipeline, sharing updates with internal stakeholders.

* Customer Engagement:

Plan and conduct customer visits efficiently, maintaining accurate records using systems like Outlook and Jade System.

Seek sustainable business opportunities and manage project submissions to ensure growth and development.

* KPI/SLA Management:

Establish and review KPIs and SLAs specific to [The Framework Provider], ensuring timely reporting and attending client review meetings as needed.

Ensure compliance with framework agreements and manage financial aspects such as rebate terms, debt, and payment terms.

* Framework Compliance:

Communicate and enforce [The Framework Provider’s] framework policies and procedures among key stakeholders.

Provide mentoring and knowledge sharing to ensure adherence to best practices.

* Event Participation:

Attend industry events, charity functions, and safety stand-down days, supporting [The Framework Provider’s] social value initiatives.

* Dispute Resolution:

Establish a clear dispute resolution process to handle conflicts efficiently and in line with [The Framework Provider’s] framework specifications.

* Emergency Support:

Support the out-of-hours on-call team with emergency requirements and ensure the correct solutions are provided.

Revisit sites to assess and address short and long-term needs.

* Early Engagement:

Engage early with [The Framework Provider] framework projects, collaborating with solutions teams and other stakeholders.

Keep clients updated on progress, costs, action plans, and ensure timely submission of all relevant documentation.

* Resource Management:

Coordinate with regional and branch teams to ensure the availability of necessary equipment for efficient delivery.

* Reporting:

Produce account management and ad-hoc reports as required by senior management.

Monitor and manage the status of job prices on the system to maintain an accurate project pipeline.

* ESG and Sustainability:

Promote and implement Environmental, Social, and Governance (ESG) principles within the framework. Ensure that all operations comply with sustainability practices, highlighting the value these bring to the organization and the wider community. Advocate for initiatives that drive environmental responsibility, social value, and governance excellence.

The main responsibilities are outlined above. This is not a definitive list and other tasks/activities may be necessary as the Company’s commercial activities require.

**QUALIFICATIONS & EXPERIENCE:**

**Required Qualifications**

* Degree level qualification in Business Management, Engineering, or a related field; or equivalent relevant experience.
* Significant experience and proven track record in managing frameworks and/or client relationships preferably within the UK water, rental or utility industry.
* Proven leadership and team management skills.
* Excellent communication and interpersonal skills.
* Proficient in Microsoft Office Suite and CRM systems.
* Strong organisational and problem-solving abilities.
* Advanced financial management, budgeting and financial planning skills.
* Strong networking abilities to build and maintain professional relationships.
* Strategic Thinking: Ability to develop and implement long-term strategies.
* Decision-Making: Strong judgment and decision-making capabilities.
* Negotiation: Skilled in negotiation and conflict resolution.
* Project Management: Ability to manage multiple projects simultaneously.
* Customer Focus: Commitment to delivering exceptional customer service.
* Innovation: Ability to drive innovative solutions and improvements.
* Adaptability: Ability to adapt to changing business environments and priorities.
* Safety Awareness: In-depth understanding of Health and Safety regulations and best practices.