



Job Description

Title: Project Manager

Reports to: Contract Manager

Based at: Gasway Offices

Hours of work: 40

Date Prepared: January 2026

Grade: Management Grade 3

Key objectives of role:

- To support the day-to-day delivery of the operational area of responsibility ensuring adherence to policies, procedures, and key Client / Customer specifications to enable achievement key business targets and internal KPI's and customer satisfaction.

Key Responsibilities:

1. To manage and control expenditure within agreed budget to ensure profitability including control of stock and materials and to ensure accurate records are kept of both usage and requisitions.
2. To survey, design, price, manage and deliver large scale commercial projects, smaller domestic retail projects and renewable projects.
3. To manage the day-to-day performance of the operations in accordance with defined measures communicating progress as appropriate to include proactively implementing remedial activity plans as required.
4. To investigate and resolve customer complaints whilst promoting high standards of customer care throughout the Team.
5. To proactively support the maximization of resources and capacity planning to include supporting recruitment and selection activities in accordance with policy and procedure to maintain the provision of a customer focused, quality service provision.



6. To implement Company policies and procedures including, but not limited to, Health & Safety, Technical Compliance and Training requirements supporting the achievement of associated KPI's and targets.
7. To proactively support the implementation of performance management policies and procedures for the operational Teams including, but not limited to, undertaking 121'S, absence management interviews and holiday authorisations for the line reports of this role.
8. To maintain support the oversight and control of authorised subcontractors including but not limited to supporting adherence to onboarding requirements, performance management and compliance.
9. To take personal responsibility for demonstrating the aims of the Gasway Equality and Diversity objectives.
10. Responsible for ensuring I.T Security and Data Protection Legislation is always adhered to.

Project supervision core responsibilities:

- 1. Project Planning**
 - Define project scope, goals, and deliverables.
 - Develop detailed project plans, schedules, and resource allocation.
 - Provide detailed and accurate quotations.
- 2. Team Coordination**
 - Assign tasks and responsibilities to team members.
 - Facilitate communication and collaboration across departments.
- 3. Budget Management**
 - Estimate costs and manage the project budget.
 - Monitor expenditures and ensure financial control.
- 4. Risk Management**
 - Identify potential risks and develop mitigation strategies.
 - Monitor and respond to issues as they arise.
- 5. Stakeholder Communication**
 - Maintain regular communication with stakeholders.
 - Provide updates on progress, challenges, and changes.



6. Quality Assurance

- Ensure deliverables meet required standards and expectations.
- Conduct reviews and implement improvements.

7. Monitoring & Reporting

- Track project progress against milestones.
- Prepare status reports and performance metrics.

8. Change Management

- Manage scope changes and ensure proper documentation.
- Adapt plans and resources as needed.

9. Project Closure

- Ensure all objectives are met and deliverables are handed over.
- Conduct post-project evaluations and lessons learned.

SPECIAL CIRCUMSTANCES The role requires some flexibility regarding working hours, including the need to work some evenings and weekends support a 24/7/365 Operational Business.

Person Profile

| Selection Criteria I=Interview | A=Application Form | Essential or Desirable | Assessment Method |
|--|--------------------|---------------------------|----------------------|
| Experience: | | | |
| Management experience of managing a disparate workforce across a geographical area including subcontract labour. | E | | A, I |
| Experience designing, pricing, supervising and delivering large scale commercial projects. | E | | A, I |
| Customer focussed operational delivery environment. | E | | A, I |
| Comprehensive knowledge of building regulations and health & Safety regulations | E | | A, I |



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| Qualifications: Gas Safe Registered including domestic and commercial OFTEC Qualifications H&S Management Qualification (IOSH / NEBOSH) Full Driving License | D D D E | A, I A, I A, I A, I |
| Skills: Excellent Interpersonal, Customer Service and written communication Skills Analytical and numeracy skills Ability to assert, influence and persuade and negotiate and deal with conflict Leads by example, Self-motivated with a passion for continuous improvement with an ability to think differently Ability to make timely, well-judged decisions Experience across domestic and commercial work-streams covering both service and maintenance and installations Ability to demonstrate enhanced technical knowledge to support the team, both renewable and commercial, continuous development expected. | E E E E E D D | I I I I I I I |