

Other Document

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| Priority: | Medium | Class: | URN D27591 L96 CONSTRUCTION - INTERVIEWS AND STATEMENTS |
| Title: | COPY OF EXHIBIT VGP/1 FROM POLLARD OF MANSE MASTERDOR LTD | | |

Overview of my position as National Operations Manager at Manse Masterdor Ltd

My role involved overseeing the provision of service for delivering the companies contracts as well as it possibly can, with a smooth and efficient service, that meets with the expectations of customers and clients. Planning and controlling change to enable Project Managers to work more effectively. This is a multifaceted role, bringing together all the various departments for the purpose of delivering the goods and services to the customer/client within the time frames allowed.

This can be broken down into five main areas, as follows:

People:

- To lead and coordinate the people from various departments in delivering the contracts for the clients.
- To make easier or less difficult, to help forward an action or process.
- To monitor staffing numbers and recruit additional staff or reduce staff as required.

Core Operations:

- To build a close-knit team that are dedicated to achieving set goals.
- Aim for transparency within and between departments to reduce errors.
- Having reporting procedures in place to monitor and improve the processes.
- Collating statistical information for reporting purposes.

Budgets:

- Aim to meet contract budgets through assessing and analysing operational and financial risks, that may be encountered in the execution of the contract.
- Forecast any additional costs not included in the contract, negotiate with the client the costs involved.

Contract Delivery:

- Support staff in completing their roles.
- Monitor Key Performance Indicators and report these to the client.
- Issue of valuations for client approval and payment.
- Ensure compliance with the contract terms.

Strategy:

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- Ensure the client and staff are operating efficiently.
- To promote a good working relationship between the client and staff involved with the contract.
- Consider any improvements that can be made with products or methods of working for future contracts.

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