

## CONTRACT MANAGER – FACILITY SERVICE MANAGEMENT

*Do you want to work in a highly professional global environment where you will get the chance to develop Danske Bank's Facility Management contracts and play a vital role in developing future facility management contracts in Danske Bank?*

*Then perhaps you are the Contract Manager we are looking for.*

*The Contract Manager becomes part of Facility Service Management (FSM), which is part of Danske Bank Real Estate Facility Management (REFM). REFM have approx. 50 employees and is part of COO area in Danske Bank's Group Operations.*

*The division manages all Danske Bank's premises across the Group. REFM is responsible for the entire premises budget, location strategies for corporate offices and branches, work place design and utilization, maintenance and operation of all properties, and advisory on services offered by REFM. The FSM team consists of 12 colleagues with the responsibility of managing the IFM (Integrated facilities management) contract with ISS.*

### **Role and Areas of Responsibility**

The Contract Manager will be responsible for administering and developing the facility management contract in collaboration with the FSM team and ISS. Furthermore, you become responsible for handling contractual disputes as well as changing/developing the contract when needed. The Contract Manager has the overall overview of contracts for all Danske Bank markets. Furthermore, the Contract Manager will play a vital role in the negotiation of the contract for 2020.

Main tasks for the Contract Manager are the following:

- Focus on developing the partnership with ISS
- Be a strong and supportive advisor for Head of FSM and all in FSM
- With a structured and strategic approach, solving problems and keeping projects on track
- Ensuring the overall delivery of products or services from projects is to the appropriate level of quality, reach the project target on time and within budget, in accordance with the programme plan and programme governance arrangements
- Reporting the progress of larger projects at regular intervals to the Head of FSM
- Planning and designing the follow up activities, proactively monitoring progress, resolving issues and initiating appropriate corrective action
- Provide input to potential changes to the FM contract and identification and analysis of contract opportunities as well as execution and follow-up with regards to this
- Being an active part of evaluating the current contracts as well as preparing and implementing the second-generation outsourcing

### **Your Profile**

- The ideal candidate has a minimum of 5 years of experience from working in project management, contract management or facility management. It is crucial that you have a flair for developing FM-contracts and understands contracts in general
- You are an excellent executer of techniques for planning, monitoring and controlling projects according to e.g. Prince 2 methods

- You have a solid business-related and financial understanding of how larger companies and cooperations operate
- It is a plus if you have staff management experience
- You have an academic background with a Bachelor's or Master's degree in Business Administration, Management, Finance, Law, Social Sciences or similar. The degree is not crucial, most important is that you possess a strategic and structured approach to problem solving and knows how to execute and coordinate projects proactively and successfully.
- High level of English, written and spoken.

The ideal candidate has a structured approach to problem solving on tactical and strategic levels, with the ability to see opportunities rather than obstacles. You have excellent communication skills with the ability to collaborate with and influence a wide range of stakeholders and present key messages in a sharp and pragmatic way.

**What can Danske Bank offer you?**

In this position, you will get the opportunity to strongly influence the ongoing and future brand of Danske Bank concerning workplace design and customer satisfaction. You will be part of a newly structured and successful global team focusing on office design that creates an open and welcoming experience for our customers, and a collaborative, inspiring, flexible, productive and safe work environment for Danske Bank staff. It is a unique opportunity to become part of a major growing financial organization with strong visions, accountability and development opportunities.

**Interested?**

The recruitment is carried out in collaboration with the consulting agency Amalie Search & Selection ApS. If you have any questions, do not hesitate to contact Senior Consultant Michael Wallin on +45 4272 3942. Please send application and CV to [cig@amalierearch.dk](mailto:cig@amalierearch.dk), no later than 31<sup>st</sup> July 2018. Applications will be processed on an ongoing basis.

*Danske Bank is a strong Nordic universal bank with an international network. Our vision is to be recognized as the most trusted financial partner. Danske Bank is headquartered in Copenhagen, Denmark and has 19.500 employees across 16 countries. Danske Bank's headquarter is situated at A/S Dalberg Strøget 17, 2630 Taastrup.*

