

CONTRACT SUPPORT | GWS | M/F | Lisbon

CBRE - Global Workplace Solutions is a leading global provider of integrated facilities and corporate Real Estate management. We are recruiting a "**Contract Support**" to join the team and work in Client located in "Lisboa".

SUMMARY OF POSITION

Support and provide exceptional customer service and comprehensive financial and administrative services to the client and the contract.

DUTIES AND RESPONSIBILITIES

Contract

- Identify and help drive implementation of savings opportunities to ensure customer and GWS financial savings targets are maximized.
- Drive high quality commercial performance through understanding the contractual commitments, better buying and use of preferred suppliers.
- Compiling of the Contract Review Business Unit pack.
- Conducting supplier surveys on MySupplier.
- Compiling of the Customer Monthly Management Report.
- Liaising with the client regarding payment of invoices.
- Site inductions.
- Helpdesk: including but not limited to; logging, distributing and closing of reactive calls on desired system.
- Continually develop systems to maximize efficiency benefits for the customer and GWS.
- Update labour allocations to ensure accurate client reporting

Finance

- Support the preparation and delivery of monthly Contract Reviews.
- Co-ordination of the billing application, calculating margins, raising invoices and submitting to client.
- Chasing of debt to keep within contractual terms.
- Creation and review of management reports such as P&L, WiP, Unbilled Revenue, Debt, OPO's & Invoice Pool.
- Raising Purchase Orders.
- Reviewing open Purchase Orders.
- Policy and procedure compliance.
- Processing supplier invoices and resolving any queries.
- Comprehensive spend tracking.
- Weekly report submission to include WiP, Unbilled Revenue, Debt, Invoice Pool and OPO updates.
- Reporting on In Scope and Out of Scope works.
- Drive high quality financial performance to influence P&L result.
- Ad-hoc reporting as requested by Business Unit or Business/Finance.

Quality

- Co-ordination of sub-contractor files, ensuring they are statutorily compliant with QHSE requirements
- Reporting and management of work management system
- Logging hazards & customer feedback on the QHSE Management Portal
- Subcontractor reviews
- Log books compliance
- Maintain eLogbooks

People

- Timesheets.
- Organising training for the team.
- Updating of the team attendance planner.
- Arranging agency cover and submitting hours on portal.
- Culture carrier and promotes best practice.

Other

- Obtaining supplier quotes and uploading onto the internal system for client approval.
- Maintaining the stationery supply.
- Reception cover if applicable.
- Updating Portals as and when required.
- Constantly improve quality, service and efficiency.

KEY COMPETENCIES

- Higher educational qualifications to 'A' level or degree (or equivalent);
- Highly computer literate (in the use of Excel, Word and Powerpoint);
- Superior written and verbal communication skills with strong oral presentation skills;
- Customer focus skills with a passion for customer service;
- Results/ task orientated, with attention to detail and accuracy;
- Excellent time management and organizational skills;
- Ability to work as part of a team, as well as independently;
- Calm manner, able to work under pressure and with changing demands and priorities;
- Confidential and discrete approach;
- The individual must be willing to undertake travel as the role/business requires;
- Experience working in similar corporate environment;
- Immediate availability.

If you believe you are the right person for this job, please send your CV and presentation letter in English to: rh_gws@cbre.com, including the following subject: **Contract Support - GWS Lisbon.**