



# Where Talent meets Opportunity: Join our Team

**Job Title: Utilities Contract Manager**

**Location: East Anglia**

**Hours: 40hrs per week**

PEACE OF MIND  
SINCE  
**1972**

## Company Overview:

At Pointer, we don't just offer jobs—we build careers. With over 50 years of excellence in electronic security and fire detection, we are a dynamic, values-driven company that thrives on passion, respect, integrity, delivery, and expertise. Our mission is to build a robust, resilient, sustainable, and successful business that supports our customers and colleagues through good times and bad.

Our 200-strong team across the UK is the heart of our success, contributing to our £24 million annual revenue and delivering outstanding service to some of the UK's top blue-chip companies. Many of our colleagues have grown with us, thanks to our well-established apprenticeship program and a culture that nurtures long-term career development.

What sets us apart? Our people-first approach. We foster an environment where every individual is valued, supported, and empowered to succeed. As an Investors in People Gold-accredited employer, we are committed to achieving Platinum status, ensuring our people have the tools, training, and opportunities to thrive.

At Pointer, you'll be more than just a colleague —you'll be part of a team that delivers with expertise, acts with integrity, and shares a passion for making a difference. If you're looking for a place to grow, innovate, and be valued, we'd love to hear from you.

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## Job Summary:

The Utilities Contract Manager will lead and manage a team responsible for the installation, servicing, and maintenance of Intruder Detection, Hatch Protection, and associated security systems across client sites. This role involves overseeing operational delivery, ensuring compliance with industry standards, and maintaining high levels of customer satisfaction. The Utilities Contract Manager will provide leadership, coaching, and development to colleagues, fostering a culture of safety, quality, and continuous improvement.

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## Key Responsibilities:

- Lead, manage, and support a team of engineers, ensuring workloads are planned, prioritised, and delivered efficiently.
- Develop and maintain strong client relationships, ensuring exceptional service delivery and prompt resolution of issues.
- Monitor and ensure compliance with company and industry standards, including NSI regulations and health and safety requirements.
- Oversee documentation processes, ensuring accurate and timely reporting, commissioning records, and service logs.
- Implement operational improvements, identifying opportunities to enhance service delivery and system performance.
- Manage scheduling, resource allocation, and on-call arrangements, ensuring adequate coverage and operational efficiency.
- Coach, mentor, and develop team members, supporting professional growth and maintaining high levels of engagement.
- Act as a point of escalation for technical or client-related issues, providing guidance and solutions.
- Maintain oversight of tools, vehicles, and equipment, ensuring compliance with company standards and safe working practices.
- Represent Pointer professionally, promoting the brand and ensuring all interactions reflect company values.
- Undertake other duties as required to support business goals and operational needs.

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## Qualifications and Skills:

- Proven experience in managing teams within the security systems or utilities industry.
- Strong understanding of Intruder Alarm, Access Control, and CCTV systems, including Honeywell Galaxy.

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Registered office: 65 North Wallace Street, Glasgow, G4 0DT

- Excellent organisational, planning, and customer service skills.
- Strong leadership, coaching, and people management capabilities.
- Effective communication skills, both verbal and written.
- Computer literate, able to manage scheduling, reporting, and documentation systems.
- Flexible and willing to travel across East Anglia, with occasional work in the Midlands and North Wales.
- Awareness of NSI industry standards and safe working practices.
- Certification for Sentinor equipment (training provided), CSCS, IPAF, and PASMA cards desirable.
- Committed to continuous learning and professional development.
- Must be eligible to work in the UK.

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#### **Experience:**

- 3–5 years' experience managing teams in security, utilities, or a technical services environment.
- Proven track record of operational management, client engagement, and quality delivery.
- Demonstrated understanding of compliance, health and safety, and industry standards.

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#### **Personal Attributes:**

A trusted and inspiring leader who demonstrates integrity, accountability, and a customer-focused mindset. Communicates clearly and confidently with clients, colleagues, and stakeholders, managing expectations and fostering collaboration. Approaches challenges with a proactive, solution-driven mindset, demonstrating resilience and adaptability in dynamic environments.

Detail-oriented and results-driven, ensuring all team activities meet high-quality and safety standards. Committed to continuous improvement and professional development, keeping up to date with industry advancements. Acts as a role model for the Pointer brand, embodying professionalism, respect, and excellence in all interactions.

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#### **What Makes You a Great Fit?**

- Proven leadership experience within technical or utilities operations.
- Strong knowledge of security systems, industry standards, and compliance requirements.
- Excellent problem-solving skills, able to guide teams through complex technical issues.
- Skilled at team management, coaching, and performance monitoring.
- Effective at building strong client relationships and ensuring high service standards.
- Proactive, adaptable, and able to thrive in a fast-paced operational environment.
- Full, valid UK driving licence

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#### **Benefits:**

At Pointer, we don't just offer a job—we offer a rewarding career with benefits that support your growth, well-being, and work-life balance. Here's what you can look forward to:

#### **Financial Security & Rewards**

- Competitive salary with an annual review
- Company pension to help secure your future
- Employee referral scheme—recommend great people and get rewarded

#### **Work-Life Balance & Flexibility**

- Generous holiday allowance to recharge and unwind
- Flexible working options\* to fit your lifestyle

#### **Structured Career Growth & Development**

- Career progression opportunities—we invest in your future

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- Bi-annual career mentoring
- Training & professional membership support\* to help you develop your skills

### **Health & Well-being**

- Life assurance for peace of mind
- Access to private GP services—because your health matters
- Annual flu jab to keep you feeling your best

### **Exclusive Employee Perks**

- Employee discount scheme—save on top brands
- Company car\* for eligible roles

\*Some benefits are role-dependent.

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### **Equal Opportunities Statement:**

Pointer is an equal opportunity employer and values diversity. We welcome applicants from all backgrounds.

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### **How to Apply:**

Please send your CV to [megan.mcinnes@pointer.co.uk](mailto:megan.mcinnes@pointer.co.uk), alongside a cover letter of 500 words as to why you feel you would be a good fit to join our team.