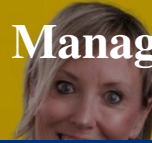




TCR Group – Contract Performance Manager



Contract Performance Manager

The Opportunity:

We are looking for a driven and strategic **Contract Performance Manager** to join the team at **TMS/TCR**. This senior role is pivotal in ensuring contract compliance, driving service improvements, and enhancing operational efficiency. You will be the key link between clients, operational teams, and internal departments—promoting collaboration, innovation, and excellence in service delivery.

Key Responsibilities:

- Lead performance monitoring across SLAs and KPIs using effective systems and tools.
- Analyse data trends to identify risks, opportunities, and service improvement areas.
- Drive daily operating controls and corrective action across departments and client accounts.
- Prepare and present regular performance reports and SLA reviews to clients.
- Implement SLA frameworks, reducing service credits and ensuring contract compliance.
- Attend client meetings, manage performance actions, and escalate key issues.
- Foster strong client relationships through consistent key account management.
- Communicate business performance updates and key issues internally.
- Identify and refer commercial opportunities to the Commercial Team.
- Oversee swift resolution of client complaints, ensuring a high service standard.
- Lead coordination during peak periods, ensuring commitments and outcomes are met.
- Produce internal and external case studies and success stories.
- Maintain and enhance Joint Operations Manuals in line with contract requirements.
- Coach and lead teams, promoting best practices and proactive performance management.
- Drive delivery of strategic initiatives aligned with business and client goals.
- Carry out any additional duties as required by Senior Management.

Working Hours:

- Full-time position – Monday to Friday 9am to 5:30pm with flexibility required during operational peaks.

What We Are Looking For:

- Proven experience (3–5 years) in managing large and complex contracts.
- Demonstrable stakeholder management and financial control experience.
- Strong understanding of SLA/KPI frameworks, contract law, and compliance.
- Advanced Microsoft Office skills, particularly Excel, PowerPoint, and Word.
- Eligible for an Airside Pass; valid UK Driving Licence.
- Experience in an airport or transport operations environment.
- Degree in Business Administration, Law, Supply Chain, or related field.

Desirable Experience:

- Master's degree or equivalent professional qualification.
- Experience with data analytics and performance monitoring tools.
- Understanding of procurement, vendor, or commercial contract operations.
- Familiarity with ISO standards (ISO9001, ISO14001, OHSAS18001).
- Commitment to sustainability, health & safety, and continuous improvement.

♥ Why Join Us?

- Competitive salary with performance-related benefits.
- Career development in a high-growth, collaborative environment.
- Chance to work with a trusted name in the airport and transport sectors.

About Us:

TMS/TCR delivers leading-edge recovery, transport, and operational services across the UK. With a strong focus on safety, compliance, and client satisfaction, we are committed to excellence in everything we do.

Apply Now:

Ready to lead high-impact initiatives and shape the future of contract performance at TMS/TCR? Apply now to become a key part of our leadership team.