

Job Title:	Document Controller
Business:	UK In-Country
Division:	Detailing
Reports to:	Design Manager (indirectly reports to Software Development Mgr)
Direct Reports:	
Main Interfaces:	CTG Clients (Contractors & Consultant Engineers) Directors, Managers Off-shore Teams
Qualifications:	Technology / Engineering Degree or relevant experience
Issue Date:	2 November 2007

Overall Purpose
<ul style="list-style-type: none"> • To manage the design information flow between Clients & Off-shore Teams. • To liaise with, & assist the Design Manager(s) on day-to-day issues & challenges. • To implement CTG software / tools & support customers in their use.

Key Activities
<p>Project Delivery</p> <ul style="list-style-type: none"> • Manage the inbound & outbound information flows (Drawings, RFI's, RFC's, etc.) predominantly using RDM (& where necessary Customer Extranets, Email, etc.) between Clients & our off-shore teams. • Act as support to the DM in acting as the conduit between internal / external stakeholders & ensure effective communication takes place between all stakeholders. • Provide general administration support as required by the DM. • Act as support to the DM in manage the commercial aspects of the project, including invoicing & chasing payment. • Implement & support CTG technology solutions internally & within Customer businesses.

Business Improvement / Management
<ul style="list-style-type: none"> • Manage the information process to ensure we are complying with business process / procedure and delivering in accordance with customer requirements. • Continually strive to improve communication, processes, systems & tools across the business in conjunction with the management & broader teams. • Promote knowledge sharing and learning.

Key Competencies
<p>Technical</p> <ul style="list-style-type: none"> • Excellent understanding of Technology & in particular the CTG systems & tools.

Communication
<ul style="list-style-type: none"> • Communicates accurately, concisely and in a timely manner, demonstrating effective listening skills. • Works hard at adapting communication to suit different audiences. • Communicates views & concerns openly, honestly & will constructively challenge others, handling disagreements & conflict effectively. • Provides straightforward & accurate information about the most difficult & complex issues or policies. • Builds relationships both within CTG and externally.

Personal Drive

- Prepared to take initiative, a self-starter who always rises to the challenge.
- Always looking for the next challenge.
- Has a positive attitude to change & remains resilient & positive even when under considerable pressure.
- Must be a 'finisher' with great attention to detail & can effectively cope with setbacks.
- Prepared to make personal sacrifice to ensure a goal is achieved.
- Strives to fulfil own potential & continues to self-develop.
- Actively seeks opportunities for learning, & advancing professional qualifications.
- Willingness to develop & work in a team; encourages & adopts team goals; understands & appreciates others roles; learns from others.

Business & Commercial Acumen

- Has logical & organised approach in managing self & other stakeholders.
- Able to identify issues & opportunities & put in place pro-active plans to manage them.
- Highly competent in the application of IT skills.

Client Focus (Internal & External)

- Understands the key measures by which his/ her performance will be measured.
- Works to ensure Client service is an integrated part of their work.
- Proactively drives through changes that bring about improvements.
- Actively works to improve the public perception of CTG.
- Can quickly gain a good understanding of Clients business and is responsive to Client needs.
- Establish regular contact with Clients. Keep them informed of progress, to ensure continued satisfaction.

Innovation

- Is able to develop innovative solutions that directly contribute to CTG & the Client both in the short & medium term.
- Challenges traditional views & looks for improvement through adopting a new approach.