

IRFAN NAWAZ

Contracts Manager



Qualifications & Training

- SIA Licence (Door Supervision)

Courses:

- SIA Licence (Door Supervision)
- IOSH Managing Safely
- CSCS (Community Safety Accreditation Scheme)
- Project Griffin
- Complaints Handling
- Appraisal and Performance Monitoring
- ACT (Action Counter Terrorism Awareness Training)
- Standard Training for (BS7499, BS7858, BS7958, BS7984)
- Innovise (Introduction to Timegate)
- Supervisory Management
- Driver Safety Awareness Training
- Fire Warden at Work Training
- First Aid at Work

Current Role

As Contracts Manager, Irfan has a responsibility for the direct evaluation, negotiation and execution of all contracts within his remit. He establishes and maintains relationships with clients by serving as a single point of contact for contractual matters. He is responsible for the management of all record keeping for contract related correspondence and documentation and provides resolution both internally and externally. He will monitor and complete contract close-out, extension or renewal as appropriate and communicate information to all stakeholders.

Irfan has a wealth of knowledge across all aspects of operational security and service delivery.

Experience

Irfan has more than 12 years working experience in both frontline and managerial roles within the Public, healthcare, leisure and educational sectors of the security industry. Irfan is responsible for ensuring that the high standards of service our customers have come to expect are repeatedly delivered and surpassed. He has a wealth of experience in operational management across a variety of sectors. He is responsible for customer satisfaction, compliance and all operational personnel within the contracts he manages. He has a solid understanding of current security legislation and British Standards.

Prior to joining SSG, Irfan has worked for 3 well known, successful top 15 security firms. During this time, he has developed an abundance of knowledge across all aspects of business development, security operations and service delivery excellence. He is a well-respected, natural leader with a genuine consideration for his staff and clients alike. Irfan has ensured SSG are creating a solid reputation within the industry whilst maintaining integrity and driving the highest level of service delivery.

In previous security roles, Irfan has worked in operations and management with the following responsibilities:

- Full operational control of rostering, uniform, fleet and holiday planning.
- Ensuring employees are compliant with all Health & Safety regulations.
- Client retention.
- Ensuring all client related queries are processed in a timely manner.
- Keeping accurate logs on information and data
- Staff training, recruitment and presentation.
- Ensuring sites are always manned with trained officers.
- Ensure client satisfaction is always achieved.

Core Competencies

Security Management
Staff Management
Risk Analysis

Performance Management
Client Relationship Management
Mobilisation of New Contracts