

Job title	Cluster Manager	Date 7 th August 2025
Reports to (title)	Account Manager	
Contract/Department		Revision
Location		

Job purpose

Describe the overall purpose of the job in two or three sentences.

To ensure compliance with the agreement between EMCOR and the client for the delivery of Engineering Services Maintenance and Facilities Services at their sites

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

The operational management and development of all scoped works and tasks through effective and efficient use and control of resources. The performance, initiatives and achievements emanating from these aims are to be effectively recorded and communicated to EMCOR and the client's management.

- Ensure that a culture of Team Working, Task Ownership and Flexible Working is actively encouraged and implemented across the site.
- Effectively communicate the operational management deliverables to all Supervisors, ensuring all issues and problems are reported and managed in a controlled and timely manner.
- Evaluate data and operational performance stats on a monthly basis, ensuring a documented action plan is implemented for any out of line situations.
- Close liaison with the client regarding the status of maintenance operations.
- Conduct a daily meeting with Supervisors on Operational Updates (formal or informal)
- To ensure the commercial viability and growth of the contract is achieved.
- Champion the IMS Quality System and ensure its compliance.
- Ensure a program of initiatives and achievements are maintained and kept on record
- To attend formal site meetings with the client.
- Initiate the standards and review the forward planning of maintenance activities to ensure adequate manpower loading and effective use of shutdown availability

- Ensure all aspects of inventory management including the storage of adequate critical spaces.
- Ensure quality performance through auditing of EMCOR staff in the performance of their tasks - workmanship, housekeeping and customer satisfaction.
- Operation of emergency response procedure including escalation requirements and liaison. • Ensure a culture of safe working is developed within the EMCOR team and sub contractors.
- Compliance with all aspects of Site Safety & Quality.
- Ensure subcontractor visit controls and responsibilities are undertaken in accordance with specific agreements, works and frequencies, ensuring effective audits and performance reporting.
- Agree to undertake Authorised Person status and associated responsibilities
- To ensure that technical staff induction and technical training including the delivery of H&S Tool Box Talks are undertaken.
- Conduct staff performance appraisal of direct reports and subsequent training and development requirements.
- Accident investigation, reporting and instigation of corrective actions.
- Ensure compliance with Safe Systems of Work including Permit to Work systems and isolation procedures.
- Via agreed arrangements proactively develop and or, assist the Client in:
 - Critical plant replacements
 - Emergency procedures planning
 - Contingency planning
 - Strategic review of maintenance techniques, toward-run time and condition based maintenance.
 - Continuous review of sub contracted works
 - Activity risk assessment
 - Integration and Partnership Team Building

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

n/a

Person specification

Job Description

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Proven track record of operations management in a hard services FM environment
- Technical background, ideally in an electrical or mechanical discipline
- Good IT skills
- Good interpersonal and customer relationships
- Exceptional presentation and communication skills
- Proven experience in managing a team
- Good command of the English language, both orally and verbally
- Smart, presentable appearance
- Personable and approachable
- Clean, full driving license
- Ability to manage multi-site facilities

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

There will be some travel to other sites as required.
 There will be some out of hours on-call requirements on a rota basis

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

Job Description

<i>FOR HR USE ONLY:</i>				
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>