

Job Description

Job title	Assistant Facilities Manager	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

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

To assist the Operations Manager in the operation of site contracts in line with divisional objectives and offer day to day client facilities management support.

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.

- Review and evaluate existing soft & hard services contracts, to provide KPI and SLA's
- Provide day to day hard & soft services contract management (cleaning, vending, catering, contractor management etc)
- Production of accurate contract performance reports weekly, monthly, as and when requested
- Production of helpdesk related reports
- Communication to client departments of completed and planned works
- Provide day-to-day FM operational support to the client
- Client liaison and complaint management
- Dealing with subcontractor and supplier enquiries
- Comply with any additional ad-hoc instructions which may be given
- Assist with overseeing Planned Preventive Maintenance scheduling
 - Operating as a member of the EMCOR team, to lead and support all site based services
 - Ensure that all operations are undertaken with total adherence to legislative and local Health and Safety regulations whilst actively demonstrating a positive behavioural safety approach at all points of contact.
 - Ensure compliance with the EMCOR Health and Safety strategy
 - Identify opportunities to increase scope of client delivery
 - Ensure supervisors and staff have the skills and knowledge in the role currently undertaken and any training needs are identified and met to enhance the service levels and for personal development.
 - Manage variable works via third party contractors, ensuring contractor competence and compliance with EMCOR's/Client's contractor management systems
 - Plan, implement and deliver contract operational plans through effective and Client focussed management
 - Focus on innovation with regard to site delivery and implement where possible.
 - Carry out hygiene and housekeeping audits
 - Manage EMCOR operational activity to required SOP's
 - Develop and maintain site standards and specifications i.e. cleaning schedules
 - Manage and co-ordinate all site based delivery teams

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- Ensure KPIs/SLAs are met and communicated to the Team
- Plan and co-ordinate team briefings and Toolbox Talks
- Review staffing levels and labour costs ensuring that they remain within the budget at all times
- Provide monthly operational reports including budget performance against agreed targets
- Influence and encourage collaboration, knowledge sharing and best practice across site(s)
- Regularly meet with the client to communicate key contract issues in support of sustaining partnership values and the smooth running of the business
- Deliver all the required outputs against the agreed KPIs whilst striving to improving performance beyond the baseline target
- Identify cost reduction opportunities resulting from improved / changed maintenance techniques
- Manage/assist in recruitment procedures to ensure legislation and processes are adhered in order to identify suitable candidates with key skills and attributes
- Assist in the duties/responsibilities of the Operations Manager in any absence
- To perform any other reasonable duties required by the Operations Manager and/or Account Director

Resource responsibilities

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

Person specification

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

- Technical Certificate or Diploma
- IOSHH or NEBOSH Qualified
- Experience of Producing & Reviewing RAMS
- Experience within a similar role, managing the delivery of complex high value contracts with both hard & soft services experience
- Experience of using Word, Excel, CMMS and Helpdesk Packages
- An excellent level of interpersonal and customer relationship skills, with an emphasis on accuracy
- Communication skills – a good use of oral and written skills to communicate, in detail, accurately
- Ability to sustain effective relationships by understanding the importance of professionalism and able to handle complaints effectively
- Ability to plan and organise in a timely manner, prioritising workloads effectively

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- Drive and determination by accepting challenges and striving towards departmental, personal & company goals & Objectives
- Reliable and resilient under pressure, accepting responsibility and taking ownership & Accountability
- Has a detailed understanding of operational needs, having a thorough awareness of commercial implications of actions

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.

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Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

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