

Job Description

Job title	MAC Planner	Date September 2025
Reports to (title)	MAC Lead	
Contract/Department	MAC at GSK	Revision 1
Location	Stevenage	

Job purpose

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

The MAC Planner role will be based at GSK in Stevenage and will provide Moves, Adds and Changes (MAC) services to the site including both Project and BAU works.

The individual should possess excellent customer service skills, be process driven, financially aware and be able to demonstrate experience of delivering moves and furniture refresh project activities. The individual should value honesty and a strong team culture.

The role will report to the MAC Lead at Stevenage and will cover works across Stevenage, Harlow and Addenbrookes GSK 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.

- Represent EMCOR as the key point of contact for all relevant stakeholders associated with business as usual (BAU) and non-BAU MAC services, ensuring effective communication is established and maintained between all parties.
- Be responsible for working to structured moves/relocation processes, working closely with MAC Team and associated specialists to ensure success and customer satisfaction.
- Project manage MAC processes, inclusive of client meetings, finance & budgeting, health and safety and programming of contractor activities. Ensure compliance with all relevant end to end processes applicable to tasks.
- Provide regular reports on progress and escalate issues as required.
- Achieve and/or exceed target standards for agreed Key Performance Indicators.
- Respond to customer requests for relocations and changes at short notice, working closely with Occupancy strategy representatives, maximising utilisation of space and buildings.
- Provide accurate and timely information to ensure CAFM systems (Serraview) records are correct and current.

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- Manage and coordinate all aspects of person moves projects – including reporting, stakeholder communication, services scheduling/3rd party contractor hosting and coordination.
- Manage and coordinate all aspects of furniture upgrade/refurbishment projects with MAC remit – including finance management, supplier supply chain/preferred, stakeholder communication, services scheduling/3rd party contractor hosting and coordination.
- Liaise with stakeholders to ensure successful handover of MAC works, including BAU and project related activities. Seek customer feedback.
- Host contractor works out-of-hours, ensuring H&S compliance, governance re processes, accurate documentation and safe working (SSoW), applying EMCOR methodology and enforcing project standards. Monitor contractor performance.
- Minimise exposure and risk for all project works – project documentation to be complete, accurate, current, and stored appropriately.
- Create, evolve and maintain a database of FF&E.
- Provide self-audit and quality control of all documents, drawings, and standards subject to regulatory scrutiny.
- Work with the central Information Management Team re MAC accountability of system records/data accuracy, document corrections and changes. Learn and be able to manage all aspects of GSK ticketing system ServiceNow.
- Use EMCOR systems to report any near misses or accidents and ensure actions are closed out prior to deadline. Demonstrate participation with the EMCOR Be There for Life (BTFL) initiative.
- Establish a consistently positive working relationship with Client, Customers and end-users, capturing feedback which is analysed and monitored on regular basis.
- Satisfy contract deliverables and proactively focus on EMCOR KPI's and SLAs and avoidance of financial penalties.
- Develop understanding of core GSK Brand Hub guidelines and apply to all signage/branding works, as part of refurbishments and BAU upgrades.
- Work closely with MAC Logistics services persons and development knowledge of MAC onsite stores, stock management (stock quantities and reorder levels) and inventory tracking.
- Work with MAC, client, stakeholders re audit preparation works request for sites within remit, as required.

Resource responsibilities

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

- No direct reports.
- Accountability for finance/budget for project and site works, sourcing furniture and workplace equipment.

Person specification

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

Essential skills:

- Experience directly related to the delivery of strategic Moves, Adds and Changes services, or equivalent combination of education and experience, focus on customer service.
- Excellent verbal and written communication skills and ability to liaise with stakeholders at all levels.
- Able to deliver high quality work by following standard processes, methodology and customer service standards.
- Able to resolve operational problems, drive continuous improvement and innovation.
- Able to liaise with stakeholders across functions, service providers and all levels of seniority, including IT, FM and Engineering Teams.
- Proven ability to be self-motivated, well-organised, work under own initiative and to work well within a strong team culture. Willingness to develop self, support and develop others.
- Good finance knowledge and budget management skills including forecasting and cost control.
- Proficiency in Microsoft Office packages, including excel.

Preferred skills:

- Working knowledge of AutoCAD, Facilities Management and Computer Aided Facilities Management (CAFM) systems.
- Proficiency in software relevant to Moves, Adds and Changes services management e.g. Serraview, ServiceNow, Power BI/dashboard.
- Possess valid driver's license, required for inter-site business travel.

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- Knowledge of Smartsheet.

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.

- To complete any other reasonable request instructed by management, to be part of a team and work across roles as required. This is not an exhaustive list of responsibilities to be undertaken by the post holder.
- To behave consistently in line with EMCOR UK's values.
- During your duties, you may have access to confidential information, which must not be divulged to an unauthorised person at any time.
- To complete overtime if/as and when required

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

FOR HR USE ONLY:					
Job Grade		EMCOR Competency Level		Training Profile UTC	