

Job Description

Job title	Operations Support Manager	November 2025
Reports to (title)	Head of Operations and Compliance	
Contract/Department	Thames Water	Revision 1.0
Location	Reading (Mobile)	

Job purpose

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

- To lead the delivery and improvement of self-delivered statutory compliance within the Thames Water contract with the contract deliverables and KPIs.
- Demonstrate evolution and innovation of compliance record keeping in line with EMCOR UK policies
- Provide support to the Technical and Service Teams made up of Area Service Managers, Supervisors and Engineers, Service Desk Support Team, and Scheduling Team
- To lead and support the overall service delivery and team management aligned to EMCOR UK values and demonstrate a collaborative approach across the account.

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.

- To support and develop the EMCOR UK maintenance team through effective communication, training, and development, to ensure compliance across the account
- Ensuring all works are completed to the satisfaction of the customer and regulatory authorities.
- Monitor risk through appropriate risk management including but not limited to Commercial, H&S and Operational risks, highlighting to the Head of Operations when relevant.
- Working in conjunction with Area Managers, Supervisors and Service Team to monitor maintenance team performance and to ensure continuity and compliance across the Thames Water estate.
- Own and maintain initiatives to identify and implement ways in which compliance can be improved to reduce risk, and downtime.
- Provide full end to end management of compliance processes with service delivery improvement plans and innovation in place aligned to risk management deliverables.

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- Effective use of CAFM, EMMA, AMT as per our standard operating procedure.
- Keep up to date with new innovations in marketplace and suggest improvements.
- Ensure that sufficient quality standards are always being maintained.
- Ensure the contracted services are delivered to the agreed specification and standards.
- Ensure a timely response to all requests, fully satisfying customer requirements.
- Ensure implementation & compliance to EMCOR and Thames Water Safe Systems of Work.
- Ensure implementation & compliance of document control.
- Oversee & support the management of all logbooks (where appropriate) ensuring they are always up to date and compliant.
- Engagement and Support to key EMCOR stakeholders to support the service delivery to the Thames Water clients.
- To be part of the management escalation call out Rota.
- To ensure the team have the relevant skills and competencies to complete their job effectively.
- Ensure succession plans are in place for every member of staff.
- Ensure a sufficient AP and CP structure is in place.
- To establish a consistently positive working relationship with your client and end users.
- To ensure all applicable processes are designed and approved, to ensure operational excellence.
- Complete any other reasonable request as instructed by management and leadership team.
- Lead by example and behave consistently, in line with EMCOR UK's values.

Resource responsibilities

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

- Support 2 x Area Service Managers and 1 x Service Support Manager and indirect management of engineering and service centre teams.
- Management of technical delivery and compliance within the Thames Water contract across the model of Self Delivery

Person specification

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

Professional Requirements

- Pivotal technical management role within Thames Water contract.
- Technically qualified, minimum HNC/HND, in appropriate engineering discipline.
- Thorough technical knowledge, plus relevant working experience of asset management, delivery and maintenance of all building services including critical services.
- Experience working in controlled and critical environments.
- NEBOSH General Certificate or working towards.
- Ability to demonstrate knowledge of statutory regulations associated with all Building Services and Permits to Work systems.
- An experienced operational and maintenance leader of business-critical service systems in a 24/7/365 environment.
- Proven record in managing diverse engineering and operational teams within a highly regulated environment.
- Good working knowledge of SFG20.
- CAFM management experience.
- Demonstratable Electrical/Mechanical AP Status either current or recent.
- Strong analytical skills including root cause analysis and process mapping.
- Excellent Technical Report writing skills.
- Experience conducting technical investigations within critical environments.
- Extensive FM industry experience is essential.

Personal Requirements

- Ability to build and maintain positive relationships both internal and externally to the contract.
- Proactive and forward-thinking individual, constantly horizon scanning to ensure best standards are maintained.
- Effective performance management skills.
- Demonstratable leadership behaviors.
- Demonstrates extensive organisational skills.
- Has excellent attention to detail.
- Highly effective communicator.
- Ability to work under pressure in a highly regulated industry.
- Agile and mobile to the needs of both EMCOR UK and the Customer.
- Excellent timekeeping.
- Confident and effective presentation skills.

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- Ability to lead and control difficult meetings both internally and externally.

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.

- Must hold a full UK driving licence.
- Provide leadership and support for a 24/7 operation, alongside the rest of the team.

Line Manager	
Signature	
Print Name	
Date	

Job Holder	
Signature	
Print Name	
Date	

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