

Job Description

Job title	Regional Technical Services Manager	Date: November 2025
Reports to (title)	Operational Delivery Manager GE02	
Contract/Department	BBC	Revision 1
Location	Northwest of England	

Job purpose

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

To lead the delivery of technical services across a facilities management contract focussed on broadcast critical sites at MediaCityUK and several smaller sites across the northwest.

The role is responsible for the management and delivery of planned and reactive works via inhouse and sub-contracted teams to budget and always within timescales and to provide technical assurance to the senior team.

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 build strong and effective relationships with key stakeholders both within the client organisation and EMCOR UK.
- Develop the technical team through training and support, to enhance service delivery, motivate the team and encourage development and progression
- Close liaison with the local client regarding the status of maintenance operations.
- Ensure quality performance through auditing of EMCOR staff in the performance of their tasks - workmanship, housekeeping and customer satisfaction. In addition to the auditing and management of subcontractors against established SLA's and KPI's.
- Evaluate data and operational performance stats on a monthly basis, ensuring a documented action plan is implemented for any out of line situations.
- Ensure a culture of safe working is adopted by the EMCOR team and subcontractors.
- Undertake HV LV Authorised Person status and associated responsibilities
- Ownership of statutory compliance activities on the account
- Technical advice to the team where required
- Develop and deliver a programme for continuous improvement of maintenance strategy, alongside the Senior Asset Manager
- Lead on the implementation of new work scheduling function
- Develop and implement more innovative ways of working

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- Lead on the development of opportunities to increase the energy efficiency of buildings and assets throughout the contract.

Resource responsibilities

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

- Direct day to day line management of a team of 11 site based and 6 mobile engineers with technical guidance to the wider business functions.
- To work closely with Operational, Asset & Energy functions to develop strategic improvements across the contract.

Person specification

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

- This position requires a minimum 5 years experience of Technical Services management/supervision in a building services environment
- This position ideally requires HNC/HND/Degree in Electrical/Mechanical Engineering however candidates with relevant vocational technical qualification plus relevant experience will be considered
- Working knowledge of critical LV/HV distribution systems including UPS generators
- Currently or previously been an appointed person for Low and High Voltage or the ability to qualify, Training will be provided
- Proven leadership and management skills
- An excellent knowledge of M&E building systems
- Excellent communications and customer service skills
- Ability to write comprehensive and well written reports
- Firm understanding of asset lifecycle management
- Proven experience within a building services environment.
- Proven track record of operations management in a hard services FM environment
- Good IT skills including Microsoft packages, CAFM, scheduling and auditing tools
- Sound understanding of current legislation, environmental and quality related assessment Excellent interpersonal and customer relationships
- Exceptional presentation and communication skills

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- Proven experience in effectively managing a team
- Working knowledge of the broadcast critical infrastructure is desirable

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 Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

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