

Job Description

Job title	Operations Supervisor	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

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

Supporting the Operational Delivery Manager this role is integral to the successful delivery of planned and reactive works programmes.

In addition to the management of contractors to deliver projects/programmes of works (planned & reactive) the role also provides planning and programming support for all works to be managed by a variety of other roles within the team.

To mentor and support existing members of the delivery team and build strong collaborative relationships with client representatives including client project surveyors to deliver quality projects safely, to budget and on time.

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 current programmes of works across the delivery team including barriers to delivery, presenting on current position at internal and client meetings.
- Review of contractor performance (quality, delivery, response, RAMS etc) and escalation/resolution with EMCOR UK Project Buyer and contractor representatives.
- To support the wider team with technical, contractor or programming issues
- To deputise for the Operational Delivery Manager in the event of holiday/absence at senior meetings relating to these works.
- Management and supervision of contractors with additional focus on larger and more complex projects.
- Work closely with EMCOR UK engineering and fabric teams to maximise the use of inhouse labour for project delivery.
- Plan, organise and lead pre-start meetings
- Production and maintenance of CDM plans and documentation
- Organise and review contractor quotations, working closely with the Project Buyer, client surveyors and other stakeholders to ensure value for money and understanding of works required.
- Ensure health and safety compliance is maintained for all projects and report back to the operational Health & Safety teams on improvement opportunities.
- Undertake contractor inductions
- Develop and maintain strong working relationships with client stakeholders and representatives
- Close working relationship with EMCOR UK operational teams providing wider business support where required

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- Ownership of works standards ensuring excellent standards at all times and timely rectification of issues
- Ensure sub-contractor visit controls and responsibilities are undertaken in accordance with specific agreements, works and frequencies, ensuring effective audits and performance reporting.
- Work as part of the operational team to ensure contract requirements and SLAs/ KPIs are met

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.

- Previous experience in a Project Management/Engineer role is essential
- Experience of developing, managing and updating programmes of works
- Ability to communicate detailed information of project delivery to stakeholders at all levels
- Excellent working knowledge of software packages, including Microsoft Project, Word, PowerPoint and Excel
- Ability to use initiative to solve problems or overcome delivery barriers
- NEBOSH would be desirable (IOSH Managing Safely qualification minimum requirement)
- Good working knowledge of CDM requirements and reporting
- Excellent organisational and planning skills with demonstrable experience of managing sub-contractors works from quotation through to delivery.
- Excellent interpersonal skills and team working skills required to deal professionally and effectively with client representatives, sub-contractors and EMCOR UK colleagues
- Experience of working to and monitoring KPIs would be an advantage
- Experience of undertaking audits and analysing results would be an advantage
- Experience of working within facilities management would be an advantage
- Full, clean driving licence and a willingness to travel throughout the North West of England
- Other factors relevant to the job
- The role will involve travel throughout the North West of England
- A flexible approach to working hours is required to ensure that delivery targets and project end dates are met

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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.

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>	