

Job title	National Workspace Support Manager	March 2026
Reports to (title)	Account Manager	
Contract/Department	Sky Spaces	Revision 1.0
Location	Sky Campus, Osterley	

Job purpose

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

The National Workspace Support Manager will lead and manage all workspace support services across the Sky Spaces account. This includes leadership and management of the workspace support, cleaning, mailroom and reprographics, front-of house and reception service functions, in accordance with the contractual and customer requirements. As part of the account senior leadership team, the role will also play a critical part in developing, maintaining and delivering the account strategy, aligned with Sky Spaces core business drivers.

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.

- Take ownership and leadership of the workspace support services across the Sky Spaces account, ensuring each service stream is delivered in accordance with the contract requirement and is compliant with SLAs and KPIs.
- Develop, nurture and maintain collaborative relationships with customer stakeholders at all levels and particularly within the Sky Spaces team; promote this approach across the workspace support team, acting as the senior point of contact and interface with the customer team and wider stakeholders, managing and responding to any escalations in a timely fashion.
- Implement a culture of relationship management, team working, task ownership and accountability across the workspace support team, working with the wider EUK account team and supply chain partners.
- As part of the account senior leadership team, actively participate in the development of the account strategy, aligned with the customer core business drivers.
- Direct the workspace support operation and team members to deliver joint strategic objectives; effectively communicate strategies, deliverables and outputs, compile data and reports for monthly, quarterly and annual reporting to demonstrate workspace support contributions that meet objectives.
- Evaluate performance data and operational status information for performance reporting and collate data for monthly, quarterly and annual business updates to the customer, ensuring a documented action plan is implemented for any out of line situations.

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- Lead the cleaning service function across the account, supporting the National Cleaning and Housekeeping Manager to manage and deliver in accordance with contractual requirements and in line with BICS standards, EMCOR UK processes and procedures.
- Lead the workspace support functions (facilities management, mailroom and reprographic services, front-of-house and reception) to ensure compliant, consistent service delivery aligned to contractual requirements, processes and procedures.
- Ensure the workspace support team provide regular and timely updates to the customer daily and manage issues through to resolution.
- Support the rollout and implementation of service stream toolkits to ensure compliance with EUK processes and procedures and ensure this is maintained across the workspace support team.
- Lead the workspace support team to ensure they are prepared for, attend and support the internal and external auditing process; attend and support as necessary, particularly for external and customer audits.
- Monitor planned property portfolio changes to ensure robust change management processes are in place to support the customer throughout the process, manage and implement any required adjustments in accordance with EUK processes.
- Alongside the Compliance and BCP Manager, ensure the team are trained and prepared to support the customer in business continuity situations; actively participate along with the wider workspace support and account team in BCP planning, training and exercises.
- Deputise for Account Manager in their absence along with other SLT members, for all workspace support activities.
- Attend customer meetings as required and provide updates on workspace support activities.
- Seek out new initiatives, industry developments, technology and innovation and develop proposals to future proof and develop service delivery, systems and processes to deliver operational improvements and efficiencies.
- Ensure compliance with all relevant end to end customer and EMCOR UK processes and procedures across the workspace support service streams.
- Ensure workspace support processes are continuously reviewed to maintain operational excellence.
- Lead by example and behave consistently, in line with EMCOR UK's values.
- Foster and encourage a working environment that promotes a learning culture, consistent objectives and values, training, development and monitoring of performance.
- Conduct performance appraisals for team members and develop objectives aligned with account objectives, goals and targets and training plans; address shortfalls in performance in accordance with EMCOR UK HR procedures.
- Conduct succession planning for teams and individuals to encourage progression and internal promotion.
- Provide coaching and mentoring for team members as required.
- Successfully complete any training required within target timescales.
- Complete any other reasonable requests as instructed by the management and leadership teams.

Resource responsibilities

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

- Direct line management of 2no. Facilities Leads (north and south) and the National Cleaning and Housekeeping Manager
- Support and leadership for the wider Workspace Support Team across the account

Person specification

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

Professional Requirements

- Knowledge and experience of facilities management in practice and in complex environments
- An FM generalist background, with specific experience of delivering high quality services to major corporate clients
- Extensive experience in general management and/or senior functional leadership position delivering services in an FM capacity
- An effective and progressive leader with experience of directing and developing multi-disciplined teams in demanding corporate environments
- An experienced leader of change with the ability to lead and direct others towards acceptance of new business ideas, methods and working practices. A clear understanding of transformational leadership and an ability to change structures, service plans, culture and behaviours
- A demonstrable record of developing 'centre of excellence' services across diverse customer accounts
- Experience in identifying, developing and supporting operational solutions
- Knowledge and experience in the transition of complex TFM contracts
- Demonstrable operational leadership and ability to interface at senior levels, both internally and externally
- A sound understanding of current legislation, environmental and quality related issues
- Experienced with TFM performance management systems and metrics
- Competent in the use of IT applications i.e. Word, Excel and Power Point

Personal Requirements

- Demonstrate a natural leadership style with obvious gravitas and charisma to stand out amongst others and the ability to bring out the best in people
- Demonstrate empathy with customers, an ability to quickly grasp their needs
- Possess energy and infectious enthusiasm to motivate and deliver
- Demonstrate the ability to work in fast paced environments and to tight timescales under pressure

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- Ability to communicate effectively, verbally and on paper, present an argument and arrive at evidence-based decision making
- Determination and resilience to achieve objectives and targets when faced with challenges. An ability to identify and drive through solutions, even under considerable or sustained pressure
- Demonstrate a leadership style that includes mentoring and coaching, to encourage the best performance from team members

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.

This role is part of a national account covering the UK and Ireland, so travel will be required. There is also an expectation for flexibility and overnight stays may sometimes be necessary (accommodation will be provided).

Confidential information will be accessed and handled as part of the role; no confidential or sensitive information should be shared with any unauthorised person at any time.

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>	