

Job Description

Job title	Performance Manager	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

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

As part of the EMCOR UK Facilities Team, the Performance Manager is responsible for delivering a world class customer experience. Having the direct responsibility for the Helpdesk, you will manage the overall KPI and SLA performance of the account. In conjunction with the Account Management team, develop & implement robust processes and monitor, update and improve to ensure customer expectations are consistently exceeded.

Develop a high performing team that exceeds expectations on service excellence through first class customer focus, training and development.

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.

Job specific

- To ensure the design of and compliance to all relevant end to end processes applicable to the role
- To ensure processes are consistently reviewed to ensure operational excellence
- Proactively monitor KPIs and SLA performance so that any issues are resolved to avoid failure
- Proactively plan and schedule work so that WOs are fixed first time and that WOs needing to be 'placed on hold' are kept to a minimum
- Ensure effective CAFM and EMMA management and use account wide
- Design, implementation, management and compliance to the work scheduling process to DEL and SCON
- Design, implementation, management and compliance to the account audit process
- Service documents and certifications from SCON gathered and logged on CAFM and subsequent reactives raised
- Proactive monitoring of CAFM status to prevent Red and AMBER work order status.
- Escalation to Service Heads of any SLA repeated failures and/or deviation to process
- Design and implementation of improvement programmes
- Support Compliance lead with ensuring asset data and PPMs in CAFM sufficient
- Design, implement, manage and comply to all account reporting
- Mitigation log and associated process to be designed and managed for account
- Holiday log and associated process to be designed and managed for account
- Ensure Optimum Resource function is used appropriately
- Implement Creating Capacity and ensure it continues to be effective

Management

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- Reporting contract performance to Account Manager and addressing account issues with Account Manager
- Design and implementation of team communications plan in line with account communications plan
- Ensure team resource is sufficient to deliver contractual obligations
- Innovation plan design and implementation

Client

- To establish a consistently positive working relationship with your client and end users
- To ensure an effective feedback mechanism is in place to allow clients feedback to be monitored and actions logged and closed out
- To ensure all applicable processes are designed to ensure operational excellence; with waste reduced and value add increased.
- Ensure an effective communications plan is in place and that stakeholder engagement is proactively managed.
- Creation and submission of monthly report for the client

Commercial and Finance

- To deliver your service in compliance with your allocated budget
- To satisfy all contract deliverables
- To ensure KPIs and SLAs are passed so that EMCOR UK does not incur financial penalties
- Ensuring profit Margins met and interventions implemented to rectify profit issues
- Design and implementation of cost optimisation initiatives
- Design and management of authority to proceed process with Finance Manager
- Design and management of quoted works process with Finance Manager
- Management and completion of Formscape process
- Manage team overtime levels within acceptable set point
- Implementation and compliance to overtime authorisation and payment process
- Manage team expenses levels within acceptable set point
- Implementation and compliance to PO process on JDE
- Management and implementation of the commercial change control process
- Capture and communicate any potential commercial changes and gaps to Account Manager

HR

- Setting, implementing, and managing team culture in line with account culture
- To ensure that team performance is consistent and satisfactory
- To ensure team have the relevant skills and competencies to complete their job effectively.
- Complete PPP process in line with EMCOR UK procedure for all members of staff reporting to you
- Apply HR policies and procedures to a satisfactory standard as and when required
- To ensure team structure is adequate to provide operational excellence at all times
- Design, management, implementation and compliance to HSW culture
- Completing recruitment effectively
- Design and implementation of a robust induction programme for new joiners
- Ensuring all staff have sufficient JDs and R&R lists
- Closing ER issues in line with HR policies and procedures
- Ensure succession plans in place for every member of staff within team
- Design and implementation of team skill and training matrix
- Employee engagement and satisfaction levels are consistently acceptable
- Monitor and manage staff efficiency levels
- Design and Implement OOH cover and process

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- Design, own and implement temporary staff request process

Procurement

- To manage subcontractors in line with EMCOR UK's SSOW and PCO process
- To ensure that subcontractor performance is consistent and satisfactory
- To identify and propose services that are currently subbed are brought in house
- Monitor subcontractor performance and feedback to contract procurement manager

HSW

- To comply with EMCOR UK's SSOW and HSW Policies and procedures at all times
- To use Intelix to report any near misses or accidents and ensure actions are closed out prior to deadline
- Ensure that team are proactively reporting near misses and/or accidents
- Ensure accidents and incidents for team are consistently kept at 0
- Ensure sufficient no. of SORs being logged by team and process complied with
- Generic RAMs and Competencies SCON gathered and Logged
- Specific RAMs and competencies SCON gathered and Logged
- Ensure team have appropriate Uniform and PPE and comply with mandate
- Ensure RAM process is implemented and complied with

IT

- To maintain proficiency on all relevant IT packages and systems
- To manage CAFM system and ensure asset data remains up to date at all times
- To hold superuser status on all EMCOR IT packages
- Ensure consistently efficient IT hardware and software in place across account
- Resolution of account IT issues
- Keep account informed of all of EMCOR IT packages available

Energy and Environmental

- To manage your processes in line with EMCOR UK's Energy and Environmental policies
- Proactively suggest ways to reduce energy consumption

Misc.

- To complete any other reasonable request instructed by management
- To behave consistently in line with EMCOR UK's values
- To be organised and proactive at all times, ensuring that workload is prioritised and completed in line with management instruction
- To be part of an On-Call Rota as and when required

Resource responsibilities

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

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Person specification

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

Experience

- Extensive experience in a Performance Management role is essential
- Extensive experience of Helpdesk and CAFM management is essential
- Line management experience is essential
- Process design experience is essential
- Proficient in the use of all Microsoft IT packages including Visio is essential
- Experience in the FM is essential
- APMG Change Management qualification is desirable
- Project Management experience to Prince 2/APMP methodologies is desirable

Personal Competencies:

- A natural leader with obvious gravitas and charisma to stand out amongst others and the ability to bring the best out of people.
- An obvious empathy with customers and clients, an ability to quickly grasp their needs and an ability to galvanise resources to satisfy clients demands.
- An ability to quickly grasp changing needs and the talent to translate these into operational reality.
- Determination and resilience to achieve objectives and targets when faced with increasing operational difficulties.
- An ability to identify and drive through 'win-win' solutions when even under considerable or sustained pressure.
- A self-starter who is not afraid to challenge received wisdom and has the resilience to pursue legitimate business aims and objectives.
- The energy and infectious enthusiasm to get things done.
- Excellent active listening skills and the ability to influence others move towards a common vision or goal.
- Ability to clearly articulate messages to a variety of audiences.
- Ability to process map business operational processes and analyse to identify inefficiencies.
- To hold a valid driving licence and be available to travel and occasionally stay away when required.

Other factors relevant to the job

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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 <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>	