

Job Description

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

Job purpose

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

The role as Site Manager is to lead our team, working on our client's sites. This role will support our client in maintaining their critical site and making our customers' lives easier. At EMCOR UK we believe in the power of collaboration to build relationships, solve problems, improve performance and deliver real value.

- To effectively manager soft and hard service provision for your site whilst maintaining consistently high levels of client & customer satisfaction.
- Collaboratively leading, inspiring and managing employees and suppliers to ensure the cost-effective, continuous availability, security, safety and compliance of the site infrastructure, systems and services. Fostering teamwork and a culture of quality, service, innovation and continuous improvement.
- Taking ownership of all strategic and tactical/operational issues and deliver effective outcomes for the client and EMCOR.
- Support EMCOR teams through the Transition phase of the Account through to BAU service delivery.
- Be the focal point for both the client representatives and EMCOR teams to set the tone and ensure a consistent high standard of approach to all opportunities and issues.
- The post holder is supported by a central team but will be largely autonomous. EMCOR's mission is to make our customers' lives easier; therefore, good customer relationship management, excellent service, collaboration, flexibility and high effectiveness are expected.
- We and our customers operate and maintain highly regulated, secure sites; therefore safety, security and the ability to evidence compliance is essential.
- To manage and deliver agreed sales, performance KPI's and profit targets and report to Management board.
- Acting as deputy to the Account Director as and when required.

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.

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- Manage all site-based activities to ensure a safe, secure and compliant site; specifically ensure all planned, reactive, remedial maintenance and new works are safely executed on time and fully recorded to enable commercial recovery.
- To ensure the service delivery is provided in line with the contractual commitments and the clients expectations.
- To ensure £0 KPI and SLA penalty deductions are achieved.
- To work with the other Site Managers to orchestrate and implement challenging growth plans for the contract through continuous enterprising and strategic management.
- To comply with the specified audit and communications plans for the contract.
- To regularly meet with customer interface representatives to communicate and address key contract issues to ensure the smooth running of the site.
- To provide innovation, vision, leadership, business development, best practice solutions and benchmarking for your site.
- To report to the Account Director any financial exceptions and other information as required.
- To ensure that your Team understand their responsibilities with regard to quality performance and implement action plans to ensure that quality targets are met.
- To ensure that corporate policies and procedures are strictly adhered to, in order to maintain the integrity of the operational activities within the region. EG: IMS, H&S, ISO14001, legislative.
- Monitor, analyse, report and continuously improve performance to maximise commercial entitlement; sustainably delivering excellent service and best value
- To develop and inspire a professional team enabling them to meet both personal and business targets.
- To maintain a training matrix for your staff and ensure training is schedule and is being completed (this includes team talks)
- To provide clear operational direction to site staff across the building.
- To agree and to regularly review clear performance objectives for each team member and to undertake an annual appraisal with each direct report.
- To provide technical and operational input to the contract.
- To identify operational improvements and enhancements to meet with contractual requirement of continuous improvement.
- To ensure that the contract operates at the highest standards in terms of health and safety at all times minimising risk and maximizing the safety of our staff.
- To regularly monitor health and safety performance in concert with the H&S Associate.
- To complete any other reasonable request from management to the highest level of quality.
- To ensure the 'One Team' approach is in place and that your teams are proactively reporting/dealing with any site issues that are not necessarily service specific related
- Hire, train, engage and retain sufficient, suitably qualified and experienced staff to consistently deliver the required service levels and scope; managing succession planning, leave and training to protect operational availability at all times.
- Establish and maintain contingency plans to protect service delivery and rapidly recover from any disruptions or service interruptions.
- Develop excellent relationships and communications with key stakeholders across within the client and EMCOR. Attend client meetings as EMCOR's senior site representative.
- Establish and continuously improve systems and processes to consistently deliver high-quality across all service streams.
- Effectively communicate the operational management deliverables to all direct reports and Supervisors, ensuring all issues and problems are reported and managed in a controlled and timely manner.
- Anticipate, prepare for and control all safety, security, operations and performance risks.
- Develop good relationships with supply chain partners; monitor and manage their performance to ensure commercial compliance, best value and continuous improvement

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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.

- IOSH/ NEBOSH accredited
- Extensive experience within a similar management role
- Previous experience in a hard services FM environment preferred
- Degree in Engineering, Facilities Management or Business is desirable
- Thorough technical knowledge, plus relevant experience, of the operation and maintenance of an engineering environment.
- Demonstrable management and leadership training with experience of delivering operational maintenance services for business-critical facilities.
- Knowledge of the current legislation and mandatory standards relating to safe working practices.
- To be able to demonstrate knowledge of Health and Safety and compliance management safety rules and procedures.
- Coaching / Development
- Valid full driving licence
- Excellent organisational and interpersonal skills.
- The ability to organize, plan and prioritise work
- Relationship management skills and ability to manage through a team under direct line management and those non-directly managed.
- The ability to communicate effectively, in both verbal and written forms
- Capable of fully utilising programs in the MS Office suite to produce written reports, tracking spreadsheets and presentations.
- The ability to establish, implement and monitor high standards of excellence in areas of quality, safety and operational performance
- Good, all round knowledge of Maintenance Management disciplines
- Be commercially aware and have a sound knowledge of budget preparation, negotiation and management
- Be resilient under pressure, with good decision making skills.

Essential Personal Attributes:

- Strong leadership qualities
- Ability to lead and act with authority when required
- Motivated self-starter
- Pro-active approach
- High standard of personal integrity and professionalism with the adaptability to change
- The ability to gather information from all relevant sources

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- Ability to think and react to immediate problems and issues without losing sight of or compromising long term goals
- The ability to make decisions and solve problems - analysing information and evaluating results to choose the best solution and solve problems

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 <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

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