

Job title	Compliance Assurance Manager	Date October 2024
Reports to (title)	Senior Account Manager	
Contract/Department	Thames Water	Revision 1.0
Location	Reading	

Job purpose

Review the account compliance, develop a gap analysis, implement and action plans to address any gaps identified. Support the provision of compliance data to the customer as directed. Support the day-to-day compliance activity to ensure this is completed in accordance with contractual obligations.

Location: Reading and the Thames Water property portfolio

Working hours: 08:00 - 17:00, Monday - Friday

About EMCOR UK:

At EMCOR UK, we revolutionise facilities management by combining our engineering heritage and innovation capability. We prioritise people in everything we do, collaborating closely with our customers to understand all their needs, from the big picture to day-to-day operations. Our purpose is to "create a better world at work". Using our unique insight platform, "One Data World," we harness data-driven intelligence to make informed decisions, adapting our services to meet our customers' evolving requirements. This allows us to cultivate an enhanced workplace experience for their teams whilst optimising efficiency, meticulously managing every asset, and minimising their impact on the planet. All supported by our commitment to safety, compliance, and assurance. Our partnering approach empowers our customers to shape a better future. Whether guiding their path to net zero or redeveloping their facilities for enhanced efficiency, we create better places for work whilst taking away the burden of facility operations, freeing up our customers to concentrate on their business.

To support compliance activity to ensure it is completed and documented in accordance with contractual obligations.

The role will be part of the EMCOR UK Thames Water account team, working alongside the account Compliance Team.

The primary activity will be an audit of all compliance records and activity for the account (self-delivered and outsourced activities) to establish compliance status for the duration of the contract with Thames Water.

Once status is determined, a gap analysis and action plan is to be developed to address any gaps identified.

All contractual obligations should be met and demonstrable through records and documentation, held in a structured library and readily available for viewing as and when requested.

The Compliance Assurance Manager will work alongside the Compliance Manager and Compliance Team to ensure BAU activity is maintained and meets all required obligations and standards.

Support a culture of continuous improvement and identify innovation where possible to streamline compliance activities.

Promote and drive a strong safety culture across the account in accordance with EMCOR UK values and Be There for Life framework.

Any other task reasonably requested from time to 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.

- Knowledge and experience of compliance systems and auditing
- Able to manage internal customer relationships
- Expert negotiations skills
- Proven ability to motivate, coach and develop others
- Experience in delivering and developing sustainable compliance objectives
- Commercial awareness
- Strong presentation, and influencing skills
- Experience of mobilising and demobilising contracts
- Ability to lead and work in cross- functional teams
- Strong analytical skills
- Valid full driving licence
- A desire to think 'outside of the box'. Not be afraid to challenge with an ability and focus to drive improvement with a 'can-do' attitude.

Resource responsibilities

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

Line management responsibility for Compliance Coordinator.

Person specification

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

A strong technical background and demonstrable experience in compliance is key to the role. Experience in compliance auditing, contract mobilisation and demobilisation advantageous. A good working knowledge of compliance ACOPs and statutory legislation required.

At EMCOR UK, we embrace and celebrate diversity in all its forms. We welcome applicants from all backgrounds and experiences, regardless of age, race, gender, sexual orientation, religion, disability, or any other characteristic that makes you unique. We believe that a diverse and inclusive workforce fosters creativity, innovation, and better problem-solving.

Job Description

We encourage applications from all candidates and are committed to providing equal opportunities for employment and growth, supported by our inclusive policies and practices.

Join us in our endeavour to build a culture of mutual respect and equity, a place where every voice is heard, and every individual is championed. Join us in building a better world at work.

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.

There will be a need to travel across the UK from time to time for example site visits and audits; company meetings, training etc.

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	

Job Description

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