

Job title	Head of Data Centre Performance and Operational Excellence	Date
Reports to (title)	Director Data Centres	
Contract/Department	Data Centre Sector	Revision
Location	TBC	

Job purpose

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

Location:
 Salary:
 Working hours:
 Benefits: 25 Days Holiday + BH, Flex Benefits (EMCOR UK discount scheme)

About EMCOR UK
 At EMCOR UK, we revolutionise workplaces 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”.

As the Head of you will oversee the delivery of exceptional customer service and data-driven insights across the entire Data Centre lifecycle of Design, Build, Manage, and Maintain. You will be responsible for ensuring that we continue to deliver what the customer needs, and incorporating feedback into our ways of working and operating model.

You will be responsible for shaping and executing strategies to ensure the highest levels of client satisfaction, operational efficiency, and data analytics integration throughout the data centre operations, that combines leadership in customer service, data management, and operational oversight, ensuring that service excellence is consistently delivered across the EMCOR UK full portfolio.

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.

Customer Solutions Leadership:

- **Customer-Centric Strategy:** Develop and execute strategies to enhance customer experience throughout the entire Data Centre lifecycle (Design, Build, Manage, and Maintain). Ensure that all DC colleagues with client relationships understand and align with business objectives and client expectations.
- **Stakeholder Management:** Foster relationships with internal teams, vendors, and clients to ensure customer needs are understood and effectively addressed. Act as a senior point of contact for escalated client issues.
- **Key Account Management (KAM):** Act as the DC sector lead for EMCOR UK's client relationship management approach (KAM), driving initiatives, supporting those with KAM responsibilities and ensuring timely engagement with clients and reporting returns.
- **Customer Reporting:** Work with customers to understand what information they want from EUK provides maximum insight and generate reporting requirements from this. Develop reporting which meets these requirements and continually review their appropriateness.
- **Service Level Management:** Oversee the development and adherence to Service Level Agreements (SLAs) to ensure customer satisfaction and operational excellence in all phases of data centre projects.

Data Analytics Leadership:

- **Data-Driven Decision Making:** work closely with the EUK Centre of Insights and Analytics team to develop analytics to drive actionable insights on our performance in subject including finance, project delivery, compliance, safety and resourcing.
- **Develop reporting analytics** based on requirements you have identified, to meet customer requirements and enhance customer satisfaction, including SLAs
- **Operational Reporting and Insights:** Oversee the development of data-driven reports that measure the effectiveness of customer service operations, identify trends, and highlight areas for improvement.
- **Predictive Analytics:** Drive the use of predictive analytics to anticipate customer needs, operational issues, and opportunities for innovation across the lifecycle of data centre services.
- **Data Governance:** Ensure data integrity, accuracy, and security across the company's analytics platforms. Ensure compliance with relevant data privacy and industry standards.

- Production of DC Sector reporting – financial, project performance, commercial, resourcing and

Team Leadership and Development:

- **Team Management:** Lead, mentor, and provide clear direction to a high-performing customer solutions and analytics team, fostering a culture of accountability, innovation, and excellence.
- **Training and Development:** Drive ongoing training for customer solutions teams in the latest tools, technologies, and best practices in the data centre and data analytics industry.
- **Cross-Functional Collaboration:** Work closely with senior management, across all pillars of the DC sector, to ensure alignment of customer service goals and data analytics across all phases of our operating model (Design, Build, Manage, Maintain).

Resource responsibilities

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

Management of the customer solutions and analytics team (currently 2 colleagues), with the possibility of growing the team as we expand our client base

Person specification

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

- **Education:** Bachelor's degree in Business Administration, Operations Management, Data Science, or related field. A Master's degree is a plus.
- **Experience:**
 - Minimum of 8–10 years of experience in analytics, customer solution management or operations in the data centre, IT infrastructure, or related industry.
 - Deep understanding of data centre operations, including facility management, networking, cloud computing, and infrastructure technologies.
- **Leadership Skills:** Proven ability to lead and motivate cross-functional teams in a fast-paced, dynamic environment. Strong communication and interpersonal skills to manage relationships with both clients and internal teams.

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- **Analytical Expertise:** Strong proficiency in data analytics tools (e.g., Power BI, Tableau, SQL) and experience in turning data into actionable insights. Familiarity with data governance and data privacy standards.
- **Problem-Solving Skills:** Ability to proactively identify operational inefficiencies, anticipate customer needs, and implement solutions that improve service quality and customer satisfaction.
- **Technical Acumen:** Familiarity with the latest trends and technologies in the data centre industry, including cloud, virtualisation, cybersecurity, and AI-driven infrastructure solutions.

Preferred Qualifications:

- **Certifications:** Relevant certifications in data centre management (e.g., Uptime Institute, BICSI, or similar) or customer service excellence.
- **Experience in the Data Centre Industry:** Experience with the operational demands of large-scale data centres and knowledge of industry standards such as ISO 27001, ITIL, and uptime benchmarks.

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.

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.

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.

- 25 Days holidays + Bank holidays
- Holiday Buy Scheme - up to 5 days a year
- Industry leading Maternity & Paternity Policies

Job Description

- Refer a Friend scheme – worth £500 per referral
- GEMS – Internal recognition scheme with vouchers for Amazon and retail/dining
- Extensive Learning & Development opportunities, including opportunities for progression.
- Access to Flex Benefits: Discount Shopping, Gym, Mobile, Family Activities, Insurance, Dining Experience, Car Leasing and Breakdown Cover.
- Bike To Work Scheme
- Paid volunteering and charity days
- Medicash – Health cash plan – Benefits covered include dental, optical, physiotherapy and a health & wellbeing.
- Employee Assistance Programme – Offering guidance and advice on Personal, Health, Legal and Financial queries

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>	