

Job Description

Job title	Senior Operational Technical Manager		
Reports to (title)	Ops Director/WSA (tbc)	Date	Nov 23
Contract/department	GSK	Revision	1
Location	GSK Stevenage (with travel)		

Job purpose

- To develop the requirements and delivery plan for all agreed technical elements of the GSK contract re-mobilisation.
- To lead, manage and co-ordinate the delivery of the technical aspects of the GSK contract re-mobilisation.
- Provide operational engineering leadership and support of the delivery of exemplar engineering, technical assurance and compliant and effective asset maintenance.
- Identify and lead the delivery of operational engineering efficiencies through process improvements and innovation.
- Assist in the design of a Permit to Work Office (PTWO) function that supports EUK & GSK's SSOW requirements – alignment through EUK WSA and GSK GES
- Act as the senior technical customer interface for re-mobilisation technical matters and provide assurance to Operations on the engineering delivery across the GSK account.
- Support the delivery of EUK Central Technical Policy and Assurance for all GSK related technical activities, via functional authority to EUK Technical & Safety Assurance Director.

Duties/responsibilities/accountabilities/deliverables

- Be accountable for and provide leadership and oversight of all technical aspects of the GSK re-mobilisation, including:
 - Regular engagement with EUK (GSK) and Client stakeholders to plan and co-ordinate all technical assessment and evaluation activities including Permit to Work solutions, Technical Assurance and Asset Management Services.
 - Review and develop (in conjunction with the Training Manager) the technical Competency Management System (CMS) to ensure the required knowledge, skills and experience to deliver re-mobilisation activities remains effective.
 - Completion of technical process mapping exercises to ensure GES, SOPs and other related technical processes and procedures utilised at re-mobilisation 'Go-Live' comply with all statutory requirements, GSK requirements and align with EUK policy and Safety Rules.
 - Delivery of a risk-based technical assessment prior to re-mobilisation 'Go-Live', to establish and communicate transition technical risks and priorities, including a resource plan and delivery timescales.
 - Provide continuous engineering delivery oversight, based on re-mobilisation activities, during contract transition and year 1, as required.
- Provide technical guidance, leadership, support and direction across the GSK contract as required to improve operational delivery and deliver fully compliant maintenance activities, including:
 - Support the delivery of engineering excellence through identification and delivery of

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continuous improvement activities including innovation development and policy/process/procedure gap analysis and closure.

- Working with the WSA, support the delivery of site-based assurance audits and visits to ensure all site engineering services are managed effectively and to demonstrate compliance with statutory and legal obligations as detailed in the EUK Legal Register.
- For technical improvement activities, apply project planning methodology to develop, maintain and deliver key activities, including:
 - A project Plan with Critical Path (Project/Smartsheets)
 - Progress against the plan.
 - Key milestones achieved.
 - Summary of planned activity.
 - Resource requirements.
 - RAID (Risk, Issues, Assumptions, Dependencies).
- Support the delivery of EUK's strategy through delivery of broader leadership and management, including:
 - Membership of the SLT as an active participant and workstream owner.
 - Provision of technical input and review to Business Improvement initiatives.
 - Leading and participating in the EUK engineering delivery community of practice to refine engineering and technical delivery processes and identify opportunities for improvement across EUK accounts.
 - Support the continuous improvement of EUK asset management processes, working with the Head of Operational Asset Management to identify areas for innovation and improvement to position EUK as the FM market leader for asset management.
 - Actively and positively promote the image of EMCOR UK at all times and to maintain good working relationships with clients, suppliers and other external parties.

Qualifications and Experience

- Qualified to degree level (or equivalent) in an engineering related field including mechanical, electrical, process engineering, building services, or similar.
- Hold or working towards Chartered status (Desirable) and membership of a relevant professional body e.g. IET.
- Working knowledge and understanding of PM techniques including Gantt chart production, risk management, meeting planning and co-ordination.
- Working knowledge of technical compliance policy and standards including:
 - H&SAW Act 1974
 - L8
 - PSSR
 - LOLER/PUWER
 - IET wiring regulations and EAWR
 - SSoW including PTW
- Knowledge and experience in working with, interpreting and modifying technical drawings, engineering policy and standards.
- Understanding of Asset Management Strategy and ISO 55000 series best practice

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- Experience in working with CMMS/CAFM systems, maintenance planning, scheduling and concession management. Working knowledge of Infor EAM (desirable).
- A proven successful record of accomplishment working at Senior Engineering Operations Level, including experience within a regulated, manufacturing and high security environment.
- Working knowledge of quality management systems with a high degree of procedural, technical and HSE compliance.
- A thorough knowledge of outsourced facilities services within the UK, including hard FM service lines and directly delivered complex projects including M&E, building and civils activities.
- An effective and progressive leader with experience of directing and developing multi-disciplined engineering teams in highly regulated and demanding environments.
- An experienced Change Leader 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 culture and behaviours.
- Ability and experience in developing strong relationships with key customers to support account development and long-term sustainable and profitable tenure.
- IT Literate including Word, Excel, Project, PowerPoint, Smartsheets and Visio.
- Must be able to attain SC and DV Security clearance.

Personal Competencies:

- Demonstrate a natural leadership style with obvious gravitas and charisma to stand out amongst others and the ability to bring the best out of people.
- Demonstrate an obvious empathy with customers and clients, an ability to quickly grasp their needs and an ability to galvanise resources to satisfy clients demands
- Possess the energy and infectious enthusiasm to get things done.
- Demonstrate the ability to work to tight timescales, under pressure.
- Possess the ability to deliver a high level of written technical standards.
- Ability to shape and influence, ability to analyse complex data and deliver evidence-based recommendations.
- Ability to communicate effectively, verbally and on paper, able to present argument and arrive at evidence-based decision making.

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Resource responsibilities

- Nil direct reports.
- Functional authority to Technical and Safety Assurance Director:
 - Technical assurance activities
 - Technical competence management
 - Statutory requirement outputs
- Matrix management responsibilities as necessary, working with individual line managers, to ensure that the resource necessary to deliver against assigned workstreams is available and supported sufficiently to deliver their output.

Other factors relevant to the job

- To work flexibly to meet the demands of the role.
- Some UK travel will be required.

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>	