

Job Description

Job title	Head of Engineering	Date September 2025
Reports to (title)	Director of Engineering	
Contract/Department	Operations	Revision 1
Location	Account Wide – Home Based with National Travel	

Job purpose

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

The Head of Engineering (Standards & Practices) plays a pivotal role in driving engineering excellence across EMCOR UK (EUK). Working closely with the Director of Engineering, this role leads the development and implementation of technical standards, engineering policies, and technical assurance frameworks that underpin safe, effective, and innovative service delivery.

The role is responsible for shaping and maintaining EUKs engineering governance, competency frameworks, and assurance programmes, while fostering a culture of continuous improvement and professional development across our operational technical teams.

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.

Policy, Processes, and Practices

Develop, implement and maintain EUK engineering policies, processes, and practices which underpin the delivery of technical standards and engineering excellence.

Maintain and update the Hard FM services toolkit on the EUK IMS, including the Critical Environment Management System (CEMS) framework and data centres 'Manage & Maintain' documentation set.

Operations

Collaborate with operational technical leads to manage, monitor and improve operational maintenance delivery standards and evidence, including planning, scheduling, supervision, work control, training, coaching, reconciliation, KPI, and SLA.

Lead the delivery of EUK's Critical Environment Management System (CEMS).

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Serve as the primary technical interface for site-based technical teams (non-SSoW).

Chair the Technical Community of Practice/Engineering Steering Committee (ESC).

Provide technical support and service stream leadership (as directed) for M&T (non-SSoW).

Manage, monitor and report risk within the Engineering Division.

Competency

Oversee the operational roll-out, maintenance and reporting of competency management delivery standards and risk management, including TUPE staff as part of EUK mobilisation activities.

Maintain oversight and reporting requirements for hard service job descriptions, collaborating with service, Talent and account leads to ensure an accurate baseline of all hard service job descriptions.

Ensure EUK competency standards reflect legislative and statutory requirements and industry best practice.

Assurance

Lead the development and delivery of EUK's account-based site-self auditing (L1/L2) assurance delivery standards and supporting systems.

Collaborate on L3 audit planning, reporting and escalation strategies.

Provide operational training and support for assurance activities.

Engineering Excellence

Own the EMCOR UK Engineering Guide and 'Engineering Matters micro-learning programme.

Champion professional development and maintain relationships with key industry bodies (e.g. BESA, BSRIA, CIBSE, IET).

Support thought leadership initiatives including seminars, white papers and roundtables.

Partner with the apprenticeship manager to support technical apprentices.

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Drive innovation through technical programmes (e.g. e-PTW, e-Logbooks, e-RAMS, e-L8, etc.).

Customer Engagement and Business Development

Build strong client relationships to understand needs and deliver high-quality technical services.

Promote EMCOR UK's engineering capabilities and value proposition.

Support business development efforts through technical insights, proposals, and presentations.

Monitor customer satisfaction and implement service improvements.

Resource responsibilities

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

Direct line management responsibility to be established in conjunction with Director of Engineering focused on engineering division management, projects and fire assurance.

Functional authority for engineering and technical matters across all service disciplines relating to engineering standards, including supply chain, application of safety rules and compliance management.

Person specification

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

Chartered Engineering Status (or evidence of working towards) and membership of a relevant professional body, e.g. CIBSE, IMechE, IET.

Comprehensive knowledge and understanding of aspects of technical, asset management, safety and risk management.

A comprehensive knowledge of current technical legislation, management and ISO standards (e.g. ISO9001, ISO45001)

Ability to interpret and provide authoritative advice on technical, safety and asset management issues.

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Proven successful record of working at Senior Engineering Operations Level.

Strong, natural leadership with the ability to inspire and bring out the best in others.

Clear and confident communicator, able to engage diverse audiences using various formats.

Capable of delivering technical and safety assurance messages with clarity across all levels, from operational teams to senior leadership.

Experienced in developing and implementing policies and procedures that improve safety, performance and resilience.

Proven change leader with the ability to drive cultural and behavioural transformation.

Customer-focused, with a strong ability to understand client needs and mobilise resources effectively.

Energetic and enthusiastic, with a proactive approach to getting things done.

Able to perform under pressure and meet tight deadlines.

Skilled in analysing complex data and providing clear, evidence-based recommendations.

Effective verbal and written communicator, able to present arguments and support decision-making.

Professional ambassador for EMCOR UK, maintaining strong relationships with clients, suppliers, and partners.

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.

Must be willing to achieve security clearance (SC/DV) as required.

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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>	