

Job Description

Job title	Mobilisation & Transition Manager
Reports to (title)	Head of M&T
Contract/Department	All
Location	UK Wide
Version	27.02.24

Job purpose

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

To ensure the successful delivery of all contract mobilisations, transitions, remobilisations demobilisations and any required change project/programme for EMCOR UK in compliance with the contract deliverables and KPIs.

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.

High Level Accountabilities:

- To effectively lead the mobilisation and transition of new accounts in line with the established M&T Standard Operating Procedure and accredited project and change management principles
- To effectively lead the de-mobilisation and re-mobilisation of existing accounts in line with the established M&T Standard Operating Procedure and accredited project and change management principles
- To successfully manage and complete effective account recoveries and various change initiatives as and when required
- Deputise for Head of Mobilisation and Transition as and when required
- Complete operational design and implementation activity as part of this role.
- Effectively collaborate with EUK allocated Account Manager/Director to ensure mobilisation and transition success
- To perform role of the 'Critical friend' for assigned services (assigned by Head of M&T)
- To escalate any risks or issues proactively as per the Risk Management framework
- To effectively implement the LfE process and work with the Head of Mobilisation to continuously improve the service
- To support the Asset Maintenance mobilisation team with project plan design and roll out as and when required
- You may also be required to perform the role of EUK Product/Service owner if requested by the product team

Roles & Responsibilities:

- To effectively manage the full mobilisation and transition of contracts- varying in size and complexity- from start to finish and in line with contractual and commercial obligations.
- To fulfil the role of operational lead/design lead on all projects as and when required
- To effectively scope and design detailed mobilisations, transitions, remobilisations demobilisations and change programmes on Smartsheet (or any other project management tool)

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as well as the associated programme pack for each project

- To manage the Smartsheet programme pack so that it is up to date at all times and accurately reflects the status of the project
- To report on project progress via PowerBi to the benefit of the client and the Transformation Team SLT
- To effectively establish and manage EMCOR's relationship with the client throughout M&T as per the agreed terms of reference document
- To review and understand the commercial obligations for contractual service delivery.
- To design and implement the account specific governance and communications plan
- To co-ordinate and manage all specialist and SME activity. Oversee, update and own the day-to-day management arrangements for this activity to ensure that all service stream activities are completed
- To assume the role of an SME as and when required
- To complete 100% of allocated service stream activities within the M&T programme
- Prepare and manage contract and site-specific risk register during mobilisation phase and hand these to contract lead once steady state has been achieved.
- Prepare regular internal status reports identifying current and potential risk and opportunity
- To design and implement account recovery plans and change projects
- To complete any required business development work i.e. designing tender programmes, content, presentations etc
- To support the Transformation SLT with the completion of any other reasonable requests
- To work collaboratively with the other Transformation Teams to share best practice and proactively continuously improve the Transformation service.

HR

- To ensure that performance is consistent and satisfactory
- To ensure that you have the relevant skills and competencies to complete your job effectively
- To implement team culture in line with EUK's cultural objectives
- Successfully complete any training required

HSW

- To comply with EMCOR UK's SSOW and HSW Policies and procedures at all times
- To use Intalex to report any near misses or accidents and ensure actions are closed out prior to deadline
- To complete x12 SCA per annum

IT

- To maintain proficiency on all relevant IT packages and systems
- To keep up to date with relevant IT systems and proactively utilise Office 365 and Smartsheet applications

Client

- To establish a consistently positive working relationship all clients and end users
- To ensure an effective feedback mechanism is in place to allow clients feedback to be monitored and actions logged and closed out
- To ensure all applicable processes are designed to ensure operational excellence; with waste reduced and value add increased.
- Ensure an effective communications plan is in place and that stakeholder engagement is proactively managed.

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Commercial & Finance

- To deliver your service in compliance with your allocated budget
- To satisfy all contract deliverables
- To ensure KPIs and SLAs are passed so that EMCOR UK does not incur financial penalties

Performance

- To ensure compliance with all relevant end to end processes applicable to the role
- To ensure processes are consistent reviewed to ensure operational excellence

Management

- To complete any other reasonable request instructed by management
- To be behave consistently in line with EMCOR UK's values
- To be organised and proactive at all times, ensuring that workload is prioritised and completed in line with management instruction
- Ensure an effective communications plan is in place and that stakeholder engagement is proactively managed (your team and your manager)

Resource responsibilities

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

You will be responsible for the in-direct management of the allocated SMEs on your projects

Person specification

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

Essential

- Extensive experience in leading and managing the mobilisation of varying complexities of TFM contracts
- Extensive experience within a TFM Account Management role as well as a Mobilisation Management role
- Extensive experience in FM operations and operational design
- Project Management accredited (ideally APM-PMQ)
- Thorough technical knowledge, plus relevant experience, of the operation and maintenance of a TFM environment.
- Knowledge of the current legislation and mandatory standards relating to safe working practices.
- Valid full driving licence

Desirable

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- Degree educated
- Change Management accredited (ideally APM-CMQ)
- Cultural change accredited
- IOSH accredited
- Demonstrable management and leadership training (ideally ILM5 accredited)
- Lean Six Sigma accredited

Personal Attributes:

- Ability to lead and act with authority when required
- Motivated self-starter with a pro-active approach
- High standard of personal integrity and professionalism with the adaptability to change
- The ability to gather information from all relevant sources
- Ability to think and react to immediate problems and issues without losing sight of or compromising long term goals
- Ability to work under pressure
- The ability to make decisions and solve problems - analysing information and evaluating results to choose the best solution and solve problems
- A good level of interpersonal and customer relationship skills
- The ability to communicate with supervisors and peers, providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person
- Willingness to train, update and improve themselves for the benefit of the contract

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.

- Ideally be security cleared to SC (or above) or meet all minimum criteria to apply for and pass security clearance procedures.
- During the course of your duties you may have access to confidential information, which must not be divulged to an unauthorised person at any time.
- This job description is not an exhaustive list of responsibilities to be undertaken by the post holder and you may be required to carry out other duties, which are felt to be reasonable and commensurate with the post
- Must be willing to travel UK wide with some overnight stays required

Line Manager Signature	
Print Name	
Date	

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

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