

Job Description

Job title	Technical Supervisor	Date: Sept 2022
Reports to (title)	Technical Manager	
Contract/Department	Ops Management	Revision 1
Location	Reading, Berkshire	

Job purpose

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

The Technical Supervisor will oversee the Managed Fund and support the Technical Manager on the Hard service operation. This will include supporting the management of the hard services to ensure the required standards are met and achieved according to the contract service level agreements (including the management and supervision of all work carried out by subcontractors). Due to the nature of the contract a high degree of technical competence is required.

The position also involves day to day management of a team of 2 direct reports. This role will be a high profile position and will include a significant amount of customer interaction such as attending customer meetings and regular site visits across London & Thames Valley

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.

General

- Provide Technical Support on all matters relating to the Managed Fund and Hard service provision
- Liaise with customers as a point of escalation to resolve technical issues and provide technical guidance both internally and externally
- Ownership of remedial works, while ensuring accurate costs and time management are recorded within the Managed Fund.
- Oversee the operational efficiency and quality of the Managed Fund
- Promote relationships with other departments by maintaining consistent concise communication
- Monitor risk through appropriate risk management including but not limited to Commercial, H&S and Operational risks, highlighting to the Technical Manager and/or Head of Operations when relevant.
- Effective use of Agility CAFM and EMMA as per EMCOR UK standard operating procedure.
- Ensure that sufficient quality standards are always being maintained.
- Ensure the contracted services are delivered to the agreed specification and standards.
- Ensure a timely response to all requests, fully satisfying customer requirements.

Job Description

- To always be organised and proactive, ensuring that workload is prioritised and completed.
- To be part of the management escalation call out Rota.
- To ensure the team have the relevant skills and competencies to complete their job effectively
- To establish a consistently positive working relationship with your client and end users.
- To ensure all applicable processes are designed and approved, to ensure operational excellence
- To ensure that team performance is consistent and satisfactory.
- Complete any training required.
- Complete appraisal process in line with EMCOR UK procedure for all direct reports.
- Apply HR policies and procedures to a satisfactory standard as and when required.
- Robust management of the Managed Fund processes.
- Be conversant with all statutory compliance processes and procedures and ensure compliance across the account, including compliance records and logbooks
- Manage sub-contractors effectively to ensure all procedures are adhered to and work is carried out in a safe and compliant manner
- Preparation and submission of management information for monthly reporting

Account Specific

Job Description

Resource responsibilities

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

- Responsibility for line management duties for up to 2 direct reports.
- Liaise and manage the subcontractors as and when required.
- Support the technical delivery and compliance within the Thames Water contract

Person specification

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

- Proven track record in leading diverse engineering and operational teams within a highly regulated environment is desirable.
- Technically qualified, minimum Level 3 in appropriate engineering discipline – or relevant experience in similar role.
- Good technical knowledge, plus relevant working experience of delivery and maintenance of all building services including critical services.
- Experience working in controlled and critical environments.
- IOSH Managing Safely or working towards.
- Ability to demonstrate a working knowledge of statutory regulations associated with all Building Services and Permits to Work systems.
- Working knowledge of SFG20.
- CAFM experience (knowledge of Agility advantageous)
- Electrical (HV/LV) / Mechanical (Pressure) / Confined Space AP or working towards as appropriate to core discipline.
- Good Technical Report writing skills.
- Experience carrying out investigations within critical environments.
- Proven ability to provide a high standard of support in operational reporting principles, including the ability to implement systems and processes and to proactively resolve problems
- Act logically, analytically, and objectively in a range of situations
- Apply creative thinking when problem solving
- Work independently and collaboratively
- Use own initiative and take responsibility appropriate to the role of Technical Supervisor
- Take a thorough and organised approach and plan analysis activities in line with business priorities
- Build and maintain positive working relationships with all levels of the organisation
- Use a range of methods of communication appropriate to the situation
- Maintain a productive, professional and secure working environment
- Aware of the wider business environment and own contribution to business objectives
- Be comfortable and confident interacting with people from technical and non-technical backgrounds

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- A proactive and "can do" approach is key to the successful outcome for this role
- Any other reasonable requests from your manager

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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.

- This role is 40 hours a week based in Reading, Berkshire
- Some travel to various UK sites may be required
- Required to attend client meetings

Line Manager <i>Signature</i>	
Print Name	
Date	

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

FOR HR USE ONLY:					
Job Grade	C	EMCOR Competency Level	Business Services	Training Profile UTC	