

Job Description

Job title	Hard Services Manager	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

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

To provide leadership, visibility and direction to service Teams whilst developing and co-ordinating the Client's M & E portfolio ensuring improved process delivers measurable and sustainable improvement.

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.

- Operating as a senior member of the EMCOR Management Team, to lead and support all site based engineering / hard service delivery
- Plan, implement and deliver contract operational plans through effective and Client focussed management
- Design and deliver improvement projects and strategies across the business applying LeanSigma and project management tools to all tasks
- Manage and co-ordinate all site based hard service delivery teams
- Take responsibility for the delivery and achievement of commercial business targets and agreed profit margin
- Provide monthly operational reports including budget performance against agreed targets
- Supervision and line management of mechanical and engineering areas including specialist contractors
- Influence and encourage collaboration, knowledge sharing and best practice across site
- Develop and support a 5s capability to the service delivery in conjunction with the Lean Manufacturing approach
- Regularly meet with the contract interface to communicate key contract issues in support of sustaining partnership values and the smooth running of the business
- Ensure that all operations are undertaken with total adherence to legislative and local Health and safety regulations whilst actively demonstrating a positive behavioural safety approach at all points of contact
- Deliver all the required outputs against the agreed KPIs whilst striving to improving performance beyond the baseline target
- Identify cost reduction opportunities resulting from improved / changed maintenance techniques

Resource responsibilities

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

Person specification

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

- Demonstrable skills and experience implemented in a similar role
- Educated to HND / OND in engineering related discipline
- Able to demonstrate the skills and knowledge required for position with profit and loss responsibility
- Proven standard of IT literacy
- NEBOSH certificate or working towards
- Outstanding communication ability across all levels of internal and external interface
- Demonstrated ability to lead, inspire and develop others
- Effective project planning and project management skills
- Expert practical knowledge of Lean tools and application of techniques to ensure completed delivery
- Strategic thinker and expert problem solver
- Resilient under pressure

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.

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

Job Description

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>	