

# Job Description

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Job title	Technical Hard Services Manager	Date
Reports to (title)	Head of Operations	
Contract/Department	United Utilities	Revision
Location	Lingley Mere, Warrington	

## Job purpose

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

To lead the delivery of technical services across a facilities management contract focussed on multiple key buildings across a business park. The role is responsible for the management and delivery of planned and reactive works via inhouse and sub-contracted teams to budget and always within timescales and to provide technical assurance to the senior team.

## 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.

- To build strong and effective relationships with key stakeholders both within the client organisation and EMCOR UK.
- Develop the technical team through training and support, to enhance service delivery, motivate the team and encourage development and progression
- Close liaison with the client regarding the status of maintenance operations.
- Ensure quality performance through auditing of EMCOR staff in the performance of their tasks - workmanship, housekeeping and customer satisfaction. In addition to the auditing and management of subcontractors against established SLA's and KPI's.
- Evaluate data and operational performance stats on a monthly basis, ensuring a documented action plan is implemented for any out of line situations.
- Ensure a culture of safe working is adopted by the EMCOR team and subcontractors.
- Undertake Authorised Person status and associated responsibilities
- Ownership of statutory compliance activities on the account
- Technical advice to the team where required
- Develop and deliver a programme for continuous improvement of maintenance strategy, alongside the Senior Asset Manager
- Lead on the implementation of new work scheduling function
- Develop and implement more innovative ways of working
- Lead on the development of opportunities to increase the energy efficiency of buildings and assets throughout the contract.

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## Resource responsibilities

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

Direct day to day line management of a team of 7 engineers with technical guidance to the wider business functions.

To work closely with Operational, Asset & Energy functions to develop strategic improvements across the contract.

## Person specification

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

- This position requires ONC/OND, NVQ Level 3 or equivalent in Mechanical or Electrical Engineering.
- Proven experience within a building services environment.
- Proven track record of operations management in a hard services FM environment
- Good IT skills including CAFM, helpdesk, scheduling and auditing tools
- Sound understanding of current legislation, environmental and quality related assessment
- Excellent interpersonal and customer relationships
- Exceptional presentation and communication skills
- Proven experience in effectively managing a team
- Working knowledge of the management of Data Centres is desirable
- Experience of energy management and sustainable technologies would be an advantage.

## 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>	
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# Job Description

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Print Name	
Date	

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>	