

# Job Description

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| Job title           | Mobilisation & Transition Non-Technical Operations Manager |
| Reports to (title)  | Head of M&T  |
| Contract/Department | All  |
| Location            | UK Wide  |
| Grade               | E  |
| Version History     | 27.02.24   |

## Job purpose

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

To assume responsibility as the Non-Technical Operations lead for mobilisation and transition of accounts new to EMCOR UK as well as the re-mobilisation, demobilisation and transformation of existing accounts/services when necessary.

You may also be requested to perform the role of Mobilisation and Transition Manager as and when required as well as leading on any required change programmes.

## 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 manage the Technology, Performance, People & SFM service streams within mobilisation and transition of new accounts in line with the established M&T Standard Operating Procedure and accredited project management principles
- To perform role of the 'Critical friend' for HR, IT and Business Standards
- To support the delivery of the IT service stream as and when required
- To complete any supporting activity the Business Standards team require
- 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 successfully manage and complete effective account recoveries and various change initiatives as and when required
- To support EMCOR UK's Business Development Team in selling EMCOR UK's Mobilisation and Transition product to new and existing clients
- To be an effective member of EMCOR UK's Mobilisation and Transition Team and complete wider activities to support the strategy of this team

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- You may also be required to perform the role of EUK Product/Service owner if requested by the product team
- To support the design, implementation and management of an effective TUPE process (including a cultural change programme) in collaboration with HR
- To support the design, implementation and management an effective TUPE Be There for Life process in collaboration with WSA which will involve measuring the no. of accidents, incidents and Near misses within the first 6 months of the contract start
- To design, implement and manage the TUPE competency assessment and training process

## **Roles & Responsibilities:**

- To effectively establish and manage EMCOR's relationship with your client counterpart throughout M&T as per the agreed terms of reference document
- To review and understand the commercial obligations for contractual service delivery.
- To maintain the People, Performance, Technology and Soft Services mobilisation programme pack, which reflects the contract scope and agreed processes.
- To design and implement all processes for the account in partnership with all service streams
- To design the technical specifications for the SFM subcontractors in partnership with the procurement lead
- To assume the role of another SME as and when required
- To complete 100% of allocated stream activities within the M&T programme
- Prepare and manage service stream related 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 continually make suggestions for M&T SOP improvements
- 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.
- To design, implement and manage the M&T reporting function for both internal and external audiences

## **HSW**

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

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## IT

- To act as Superuser 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 with 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.

## 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 inline 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

## 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 direct management of any 2ICs recruited.

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## Person specification

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

### Essential

- Significant experience in TFM operations
- Significant experience in FM Helpdesk and CAFM Management
- Experience in operating FM IT solutions
- IT Superuser in all Microsoft programmes/CAFM
- Knowledge of the current legislation and mandatory standards relating to safe working practices
- Valid full driving licence

### Desirable

- Significant experience in managing Change/Business Improvement projects
- Ideally Project Management accredited (ideally AMPQ)
- Ideally Change Management accredited (ideally AMPG)
- Ideally Six Sigma Accredited (Ideally Green Belt)
- Demonstrable management and leadership training (ideally ILM accredited)
- Experience in managing the FM TUPE process

### Essential Personal Attributes:

- Excellent organisational and interpersonal skills. .
- The ability to communicate effectively, in both verbal and written forms
- The ability to establish, implement and monitor high standards of excellence in areas of quality, safety and operational performance
- Be resilient under pressure, with good decision-making skills.
- Ability to lead and act with authority when required
- Motivated self-starter with a proactive approach
- 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
- 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

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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.

- 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

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|----------------------------------|--|
| Line Manager<br><i>Signature</i> |  |
| Print Name                       |  |
| Date                             |  |

|                                |  |
|--------------------------------|--|
| Job Holder<br><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> |  |