

# Job Description

<b>Job title</b>	SFM Mobilisation Manager	<b>Date</b> February 2025
<b>Reports to (title)</b>	Head of Service Standards & Change	
<b>Contract/Department</b>	All	<b>Revision</b>
<b>Location</b>	UK Wide	

## Job purpose

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

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

## 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 Soft 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 complete any supporting activity the Business Standards team, require.
- To lead on the role out of the EUK Service Toolkit for all new related contracts.
- To escalate any risks or issues proactively as per the Risk Management framework.
- To effectively implement the 'Learn from Experience' process and work with the Head of Mobilisation to continuously improve the service.
- 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.
- 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 implementation and management an effective 'Be There for Life' process in collaboration with Health & Safety 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.

## Resource responsibilities

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

### Roles & Responsibilities:

- To effectively establish and help 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 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 service contract specifications for the SFM subcontractors in partnership with the procurement lead.
- 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 opportunities.
- To 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 company safe systems of work, policies and procedures at all times.
- Report any near misses or accidents and ensure actions are closed out prior to deadline.
- 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 during mobilisation and transition.
- To ensure an effective feedback mechanism is in place to allow clients feedback to be monitored and actions logged and closed out.

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- 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 allocated budget.
- To satisfy all contract deliverables .
- To ensure KPIs and SLAs are achieved 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 consistently reviewed to ensure operational excellence.

## Management

- To complete any other reasonable request instructed by management.
- To 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.

## Person specification

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

### Essential

- Significant experience in providing and delivering soft services in the UK.
- Experience at integrating soft services as part of a TFM operation.
- Excellent knowledge of the current legislation and mandatory standards on service line and safe working practices.
- Valid full driving licence.
- IT proficient in all Microsoft programmes/CAFM's.
- Experience in managing the FM TUPE process.
- Desirable
- Significant experience in mobilising soft services.
- Demonstrable management and leadership training .

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## 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.
- 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.

- 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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<b>Line Manager Signature</b>	
<b>Print Name</b>	
<b>Date</b>	

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

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