

Job Description

Job title	Projects Programme and Communications Manager	Date Nov 2024
Reports to (title)	Head of Projects	
Contract/Department	EMCOR UK, AWE Aldermaston	Revision
Location	AWE Aldermaston	

Job purpose

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

The Projects Programme & Communication Manager will act as a liaison between EMCOR UK and client stakeholders, fostering positive relationships and promoting a customer-centric culture. They will ensure that project programmes are in place and maintained for all project works and will play a pivotal role in shaping and executing communication strategies that enhance customer experiences.

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.

- Work closely with other key account roles to identify, establish and maintain strong relationships with key stakeholders, including customers, colleagues and supplier teams.
- Act as a liaison between the customer and internal teams to ensure customer feedback informs service enhancements.
- Liaise with customer service team to monitor and respond to customer feedback, incorporating insights to improve communication approaches.
- Assist the Engagement & Social Value Manager to craft/deploy compelling content for various channels, including newsletters, SharePoint/intranet, website, and other customer-facing platforms.
- Develop and implement comprehensive customer communication strategies to ensure consistent and impactful messaging that enhance EMCOR reputation.
- To support the Engagement & Social Value Manager in sharing success across internal and customer communication platforms.
- Respond to communication-related issues in a timely manner.
- To work in close collaboration with the Project Support & Helpdesk Manager to maintain a master tracker and up to date programmes for all works.
- Provide insights and recommendations based on data analysis to continuously improve communication practices and customer satisfaction.
- To support the PM's in issuing programmes with critical paths.
- Researches and understands key business challenges, customer behaviour, target audiences, competitive activity, and environmental factors that impacts programmes within the business and assigned departments.
- Identifies and presents opportunities for consistency in messaging and customer experience across channels from in-house platforms to signage.

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- Develops an understanding of short and long-term department goals and planned initiatives.
- To carry out and manage, as required, any administration tasks to support the overall success of the projects team.
- The role will require the attendance and active participation at regular and ad hoc meetings with the projects team, suppliers and customers, in relation to individual projects, overall programmes and to address arising issues both internally and customer facing.
- Provide data as required to support the programme & communications processes across the new works and projects portfolio.

Resource responsibilities

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.

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- Proven ability to provide a high standard of support in driving communication initiatives, with excellent skills in stakeholder management, networking and relationship building.
- Attention to detail and accuracy is critical along with a strong problem solving mindset; taking a thorough and organised approach to plan activities in line with business priorities.
- Solution focused with a positive outlook; apply creative thinking when problem solving.
- A patient, resilient and "customer first" manner, being able to adapt and prioritise to provide successful outcomes.
- Use own initiative and take responsibility appropriate to the role.

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.

- Must be able to achieve and maintain UK Security Clearance status.
- Must be a UK National.

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

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