

# Job Description

Job title	Regional Manager	11/11/2025
Reports to (title)	Head of Operations	
Contract/Department	Cadent Gas	Revision: 1
Location	UK Wide	

## Job purpose

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

Supporting the Head of Operations to ensure the delivery of effective Support Services across various Regions of England for the Cadent Contract and to have overall responsibility for the delivery of all hard and soft Services across the regions and driving the capital investment strategy in conjunction with Cadent Property

To have a full knowledge of all areas of work to be covered in the course of duty in accordance with contractual Service Level Agreements (SLA) and Key Performance Indicators (KPI's)

Track PPM and reactive job completion from start to end and provide weekly update as minimum to the Head of Operations and identify proactively any issue's or risks

Ensuring 100% statutory compliance is always maintained and ensuring the management of WIP and Financial Approvals are actively managed and reviewed

To manage safely all daily activities and adhere to the authority to work process.

To always maintain a high standard of customer care and be the central point of contact for Cadent teams and colleagues

## 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.

## Facilities Management (Hard and Soft Services)

- To lead and develop the Facilities Management Supervisors through effective communication, training, and development.
- Manage the progress of the planned maintenance and remedial works, while ensuring accurate costs and time management.
- Ensuring all works are completed to the satisfaction of the customer and regulatory authorities.
- Monitor risk through appropriate risk management including but not limited to Commercial, H&S and Operational risks, highlighting to the Head of Operations where relevant.
- Working in unison with counterpart and supervisors to monitor maintenance performance and to ensure continuity and compliance across the Cadent Gas Estate.
- Identify and implement ways in which services can be improved to maximise value and minimise cost, risk, and downtime.
- End to end management of workflow processes.
- Effective use of ONE DATA WORLD, AGILITY (CAFM) & SAFETY CULTURE as per our standard operating procedure.
- Keep up to date with new innovations in marketplace and suggest improvements.
- Ensure that sufficient quality standards are always being maintained.
- Ensure the contracted services are delivered to the agreed specification and standards.
- Ensure a timely response to all requests, fully satisfying customer requirements.
- Ensure implementation & compliance with EMCOR UK and Cadent Gas Safe Systems of Work.
- Ensure compliance with document control.
- Ensure all PPM, reactive and extra work are completed in line with contract SLAs, KPIs and Cadent Gas requirements.
- Oversee all logbooks within region, ensuring they are always up to date and compliant.

## Management

- To behave consistently in line with EMCOR UK's values.
- To always be organised and proactive, ensuring that workload is prioritised and completed.
- To be part of the escalation call out Rota.
- Monitor and manage the skills and training of those within their region.
- Identify succession plans for every member of staff within their region.
- Provide holiday and sickness cover for counterpart when required.
- To complete any other reasonable request instructed by management.

## Client Management

- To establish a consistently positive working relationship with your client and end users.
- Overseeing applicable processes to ensure operational excellence and efficiency.

## Commercial and Finance

- To satisfy all contract deliverables.
- To identify initiatives and support the opportunity by presenting the ideas for approval with

a clear understanding of ROI or Business improvement

- Capture and communicate any potential commercial changes and/or gaps to Head of Operations.
- Manage Approvals with Cadent authorizers for all Extra and Quotes works.

## HR

- To ensure that team performance is consistent and satisfactory and be able to demonstrate line management and career development plans of the team
- Complete any training required.
- Complete appraisal process in line with EMCOR UK procedure for all direct reports.
- Apply HR policies and procedures to a satisfactory standard as and when required.
- Monitor and manage staff efficiency levels.

## Performance

- Constantly review processes to ensure operational excellence and efficiency.
- Proactively monitor KPI and SLA performance so that any issues are resolved.
- Ensure compliance of Statutory Inspections within region.
- Ensure consistently low work order backlog within region.
- Overseeing of monthly audits and inspections.
- To complete relevant reports as directed by the Account Management Team.

## Procurement

- Oversee subcontractors in line with EMCOR UK policies.
- Ensure that subcontractor performance is consistent and satisfactory.
- Actively manage fleet resources within region.

## HSW

- To comply with EMCOR UK's Health, Safety and Wellbeing policies and procedures are always maintained.
- Accurate use of Intalex to report any near misses or accidents and ensure actions are closed out in a timely manner.
- Ensure that supervisor teams are proactively reporting near misses and/or accidents.
- Reviewing RAMS from subcontractors to ensure standards are maintained.
- Ensure compliance with EMCOR UK RAMS and Cadent Gas Procedures.
- Ensure compliance with asbestos management processes and procedures.

## Resource responsibilities

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

- Liaise and manage the supply chain as and when required in conjunction with the Head of Operations and Compliance Manager
- Responsibility for line management duties for Facilities Supervisors
- Accurate planning and management of additional costs associated with their region.

## Person specification

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

- Minimum of 5 years Facility management experience.
- IOSH Managing Safely or working towards.
- In-depth knowledge of delivery and maintenance for all building services and asset maintenance.
- Experience working in controlled and critical environments.
- Ability to demonstrate knowledge of Permits to Work systems.
- Proven track record in managing diverse engineering and operational teams within a highly regulated environment.
- Good working knowledge of SFG20.
- CAFM management experience.
- Strong analytical skills include root cause analysis and process mapping.
- Excellent Report writing skills.
- Experience conducting investigations within critical environments.

### *Personal Competencies:*

- Smart and presentable.
- Ability to build and maintain positive relationships both internal and externally with the contract.
- Proactive and forward-thinking individual, constantly horizon scanning to ensure best standards are maintained.
- Effective performance management skills.
- Demonstratable leadership behaviors.
- Demonstrates extensive organisational skills.
- Has excellent attention to detail.
- Highly effective communicator.
- Ability to work under pressure in a highly regulated industry.
- Agile and mobile to the needs of both EMCOR UK and the Customer.
- Excellent timekeeping.
- Constantly adheres to EMCOR UK Health, Safety and Wellbeing culture.
- Confident and effective presentation skills.
- Ability to lead and control difficult meetings both internally and externally.

## 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.

# Job Description

- Must always wear EMCOR UK provided and relevant PPE where required.
- During your duties, you may have access to confidential information, which must not be divulged by any unauthorised person.
- 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 and hold a valid UK driving license at all times.
- Must be willing to obtain and maintain DBS and/or Security clearance as requested.
- Core hours are from 07:00 to 16:00 Monday to Friday or as directed by business need.
- This is a salaried position; any additional authorised hours will accrue time in lieu.

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

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