

# Job Description

Job title	Account Director	October 2023
Reports to (title)	Operations Director	
Contract/Department	CONTRACT NAME	Revision
Location	CONTRACT LOCATION	

## Job purpose

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

To lead and own the relationship with our customers, using the EMCOR UK principles of Key Account Management. The Account Director is responsible for operational and financial ownership, and for the overall success of a prestigious client account. This includes full P&L responsibility, with a focus on increasing net profitability and growing the account through the introduction of additional projects and services.

With a commercial focus, the Account Director will proactively seek opportunities to grow the account through additional service lines, projects and account retention, with a mindset of continual promotion of EMCOR, and creating sustainable value for our customers.

The Account Director will lead operational delivery across the account, ensuring cost effective and timely delivery of all contractual obligations and service provisions, whilst introducing process improvements and innovation.

Working collaboratively with all members of the client team you'll ensure we gain trust and confidence. You'll maintain agreed margins and proactively seek opportunities for growth.

Developing strong relationships with the client you will apply Key Account Management principles in order to foster good working relationships at every level and optimise the commercial position of EMCOR UK. This includes promoting and delivering customer service excellence.

Proactive management of compliance procedures in line with EMCOR company processes and policies including H&S, HR and employee welfare and managing quality assurance. To contribute towards, further development and implement the account objectives, targets and goalplan. To make customers' lives easier.

Key account planning and management to achieve best practice operational FM, budget planning in line with company requirements, cost control of each service stream and P&L responsibility. Delivery and implementation of an integrated package of hard and soft services including catering, cleaning, M&E works, fabric repair, maintenance, asset services and statutory building services.

The Account Director will be expected to achieve service excellence across a multi-building portfolio, ensuring all services are delivered through a lean approach and are carried out in a safe and sustainable manner.

Effective resource planning and management of an in-house team and specialist subcontractors. Full responsibility for the site contract to ensure all agreed SLA's are achieved in accordance with the pre-defined Performance Management System and associated KPIs.

Develop an organisational culture, which reflects the EMCOR UK Brand and core values of the business, such that a positive employee relations climate and working environment of continuous improvement is created in order to drive demonstrable value to the client.

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## 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.

- Deliver the Key Account objectives and goals in line with Key Account Plan
- Take ownership of all contract service streams and be the single point of contact to the client on operational matters arising across the site
- Ensure that a culture of relationship management, team working, task ownership and accountability including flexible working are actively encouraged and implemented across the sites
- Leverage relationships to seek new business and growth opportunities within the account
- Demonstrating tenacity and commercial acumen to strengthen relationships and engrain EMCOR UK in our clients operations
- Ensure that the integration of team working extends to all services streams and subcontractors
- Support and drive new business initiatives and opportunities across the contract and effectively implement any service variations, changes or agreed innovation
- Effectively communicate the operational management deliverables, objectives and targets to all managers and supervisors
- Ensure all issues and problems are reported, managed, controlled and resolved safely and in a timely manner
- Evaluate performance data and operational status information for performance reporting purposes, ensuring a documented action plan is implemented for any out of line situations
- Close liaison and relationship management with client FM team regarding the status of contractual operations
- Conduct a daily meeting with managers and supervisors on operational services updates (D'SUM)
- Champion the IMS Quality system and ensure its compliance
- To ensure service excellence and quality management are achieved across all service streams
- Ensure a program of initiatives and achievements are maintained and kept on record through the value creation innovation process
- To attend formal site meetings with the client in a prepared and professional manner
- Initiate the standards set and review the forward planning of all service stream activities to ensure adequate manpower loading and effective use of resources
- Ensure all service streams effectively manage all aspects of inventory including the storage of adequate critical material spares and consumables
- Ensure quality performance through the auditing of staff in the performance of their tasks - workmanship, housekeeping, and customer satisfaction
- Crisis Management - ensure the operation of emergency response procedures including escalation requirements and liaison is in place and systematically updated
- H&S - ensure a culture of safe working is developed across all service streams including subcontractors
- Guarantee compliance with all aspects of site safety and the accounts Quality policy by means of auditing and self-checking (in conjunction with the central HSEQ Manager)
- Ensure subcontractor visits are controlled and that services are undertaken in accordance with specific agreements, Method Statements, Risk Assessments and frequencies. Ensuring effective audits and performance reporting
- To ensure that all technical and non-technical staff inductions and technical training, including the delivery of H&S Team Talks are undertaken
- Conduct staff performance appraisals of direct reports and subsequent training and development requirements. Ensure the account objectives, goals and targets are clearly cascaded throughout the delivery teams

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- Support and undertake accident investigation, reporting and instigation of corrective actions
- Ensure compliance with Safe Systems of Work including Permit to Work systems and Isolation
- To follow EMCOR's Code of Conduct and comply with the Client's company rules and maintain a high standard of discipline
- To carry out other duties as may be reasonably requested from time-to-time by EMCOR UK management or the Client, including for example:
  - Capital investment programming
  - Critical plant replacement
  - Emergency procedures planning
  - Contingency planning
  - Strategic review of maintenance techniques, toward-run time and condition-based maintenance
  - Best practice Asset Management - ISO55001
  - Continuous review of subcontracted work
  - Activity risk assessment
  - Service delivery
  - Scope changes

## Resource responsibilities

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

Accountable for client relationship management of **CONTRACT** staff and their representatives and advisors, leadership of some **X** employees, control of key service partners and suppliers to the Account with a value in excess of **£X** million PA across **X** main sites with more than **X** buildings, and an estate which is in excess of **X** square KM.

## Person specification

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

- A proven successful track record of working at Senior or Director level responsible for full profit and loss of large scale complex IFM Accounts, ideally £Xm plus annual turnover
- A thorough knowledge of outsourced facilities services within the UK, including both soft and hard FM service lines
- Demonstrable experience of delivering significant and consistent growth through proactively seeking opportunities to introduce new service lines and project work
- An effective and progressive leader of change with the ability to lead and direct others towards acceptance of new business ideas, methods and working practices. A clear understanding of transformational leadership and an ability to change organisations, culture and behaviours
- A driver of people and projects with a very strong commercial awareness and a track record of achievement on complex and demanding contracts and accounts
- Ability and experience in developing strong relationships with key customers to support account development and long-term sustainable and profitable tenure
- An obvious empathy with customers and clients, an ability to quickly grasp their needs and an ability to galvanise resources to satisfy clients demands
- Determination and resilience to achieve objectives and targets when faced with increasing operational difficulties. An ability to identify and drive through 'win-win' solutions when even under considerable or sustained pressure.

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- A self-starter who is not afraid to challenge received wisdom and has the resilience to pursue legitimate business aims and objectives, with energy and infectious enthusiasm to get things done
- High Level of understanding of customer service excellence and the ability to deliver quality service
- Sound working knowledge of Performance Measurement Systems
- BIFM qualification to level 5 or IFMA CFM, or equivalent qualification, or equivalent experience
- Member of BIFM or other professional industry body.
- IOSH Managing Safely
- Valid, full UK driving license

## 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.

Travel requirements  
 Security clearance dependent on customer contract  
 Other

Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	

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