

<b>Job title</b>	Soft Services and Tideway Co-Ordinator	<b>Date</b> April 2026
<b>Reports to (title)</b>	Head of Soft Services & Tideway	
<b>Contract/Department</b>	Thames Water	<b>Revision</b> 1.0
<b>Location</b>	Reading (Mobile)	

## Job purpose

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

- Provide timely and effective administration to the EMCOR UK soft service management team and the wider account.
- This will also include being the main point of contact for all stakeholders.

## 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.

- To assist with the administration of additional works quotes
- To attend weekly planning meetings to review upcoming works
- To support with the scheduling of both internal and sub-contracted works
- To assist with the administration of overtime payments for the operational staff.
- To assist with the administration of all material and consumable orders.
- Data input duties as and when required.
- Administration of the soft service training function.
- To assist in the administration of the recruitment process.
- Administration of purchase orders and finance enquiries.
- To take accurate minutes of management meetings (as and when required).
- To support in all other reasonable tasks as requested by the Soft Service Management Team

## 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.

## 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.

- Advanced administrative experience in a busy corporate environment.
  - Excellent written and verbal communication skills. Must have a good command of the English language.
  - IT Skills, including the use of word, Excel, PowerPoint and Smartsheets.
  - Highly adaptable approach to a demanding administrative function.
  - Good interpersonal and organisational skills
  - Ability to work on own initiative and as part of a team.

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

# Job Description

<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>	