

Job title	Facilities Lead	November 2025
Reports to (title)	Operations Manager	
Contract/Department	Sky Spaces	Revision 1.0
Location	Sky Campus, Osterley	

Job purpose

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

Responsible for overseeing day-to-day operations across the Sky Spaces Osterley Campus, including maintenance activities and management of physical spaces, ensuring they are safe, functional and meet SLA/KPI standards.

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.

- Conduct daily walks of all relevant buildings across the campus, ensuring overall standards including cleaning, building fabric and facilities are in good order, noting and raising any defects, actions or issues with the EMCOR UK Service Desk or relevant party and monitor completion
- Attend site audits and housekeeping tours of the campus at the appropriate intervals, with the relevant service leads and customer as appropriate; raise any defects, actions or issues via the EMCOR UK Service Desk or relevant party and monitor completion
- Liaise with customers, contractors and supply chain partners as necessary to ensure all planned work is notified to relevant parties in advance, particularly where it may be impactful; ensure stakeholders and end users are informed in liaison with the customer
- Maintain day-to-day contact with the customer and attend meetings as directed, providing updates of all activities and raising topical issues as applicable
- Provide reports and feedback to the customer and EMCOR UK management team as appropriate and required
- Carry out all necessary administration duties associated with the provision of facilities services for the campus
- Assist in the compliance with policies and procedures, SOPs/SDPs, safe working practices and best practice, liaising closely with the customer
- Ensure KPIs and SLAs are always compliant; implement timely action plans to address any shortfalls with relevant parties
- Attend stakeholder meetings as a representative of EMCOR UK with customer and follow up with any assigned actions as required, including those assigned to other areas of the EMCOR UK team; ensure feedback and updates are collated and communicated to all relevant parties at the appropriate intervals

- Organise and maintain close engagement with the colleagues, the customer and supply chain partners to ensure the smooth, day-to-day running of the campus
- Assist with requests relating to workspace services and activities as requested
- Provide supply chain partner coordination across the campus in liaison with EMCOR UK colleagues and assist with directly employed Sky Spaces contractors where appropriate (restricted to non-technical support only)
- Maintain awareness of upcoming PPM and SI schedules for the campus to ensure work is conducted smoothly and impact to stakeholder and end users is minimised and communicated in a timely fashion as appropriate
- Provide help, advice and assistance as required
- Always promote the image of EMCOR UK and Sky Spaces, maintaining good working relationships with customers, suppliers and other external parties
- Successfully complete any training required within target timescales
- Establish a consistently positive working relationship with all customers and end users
- Contribute to and promote the One Team culture across the EMCOR UK team, other service providers and Sky Spaces
- Ensure compliance with all relevant end to end processes applicable to the role
- Ensure processes are continuously reviewed to maintain operational excellence
- Complete any other reasonable requests as instructed by the customer, EMCOR UK management and leadership teams
- Lead by example and behave consistently, in line with EMCOR UK's code of conduct and values
- Foster and encourage a working environment that promotes a learning culture, consistent objectives and values, training, development and monitoring of performance
- Conduct succession planning for teams and individuals to encourage progression and internal promotion
- Provide coaching and mentoring for team members as appropriate

Resource responsibilities

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

Line management of account-based resource as necessary (number of direct reports TBA if applicable).

Person specification

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

Professional Requirements

- Previous experience in high-end facilities management roles and environments across multiple locations
- Experience in media and broadcast environments advantageous
- Good knowledge of building operations plus associated guidelines
- An experienced operational leader in business-critical operational environments
- Demonstrable knowledge of statutory regulations, current legislation and mandatory standards relating to safe working practices
- Excellent organisational and people skills
- The ability to establish, implement and monitor high standards of excellence in areas of quality, safety, operational performance and customer service
- Competent in the use of programs in the MS Office suite to produce written reports, tracking spreadsheets and presentations

Personal Requirements

- Demonstrate a natural leadership style with obvious gravitas and charisma to stand out amongst others and the ability to bring out the best in people
- Demonstrate empathy with customers, an ability to quickly grasp their needs
- Possess energy and infectious enthusiasm to motivate and deliver
- Demonstrate the ability to work in fast paced environments and to tight timescales under pressure, with good decision-making skills
- Demonstrable ability to communicate effectively, verbally and on paper/electronically at any level
- Possess determination and resilience to achieve objectives and targets when faced with challenges and an ability to identify and drive through solutions, even under considerable or sustained pressure
- Demonstrate a leadership style that includes mentoring and coaching, to encourage the best performance from team members

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.

This role is site based at the Sky Spaces Osterley Campus. Out of hours working will be required from time to time and overtime will be paid in accordance with terms and conditions of the role.

Confidential information may be accessed and handled as part of the role; no confidential or sensitive information should be shared with any unauthorised person at any time.

Job Description

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>	