

<b>Job title</b>	Escort / Chaperone	<b>Date</b> October 2025
<b>Reports to (title)</b>		
<b>Contract/Department</b>		<b>Revision</b>
<b>Location</b>		

## Job purpose

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

Location:

Salary:

Working hours:

Benefits: 25 Days Holiday + BH, Flex Benefits (EMCOR UK discount scheme)

About EMCOR UK:

At EMCOR UK, we revolutionise facilities management by combining our engineering heritage and innovation capability. We prioritise people in everything we do, collaborating closely with our customers to understand all their needs, from the big picture to day-to-day operations. Our purpose is to “create a better world at work”. Using our unique insight platform, "One Data World," we harness data-driven intelligence to make informed decisions, adapting our services to meet our customers’ evolving requirements. This allows us to cultivate an enhanced workplace experience for their teams whilst optimising efficiency, meticulously managing every asset, and minimising their impact on the planet. All supported by our commitment to safety, compliance, and assurance. Our partnering approach empowers our customers to shape a better future. Whether guiding their path to net zero or redeveloping their facilities for enhanced efficiency, we create better places for work whilst taking away the burden of facility operations, freeing up our customers to concentrate on their business.

The provision of Escorting service for staff, contractors and visitors to facilitate the safe and secure movement of people, goods and services in and around the client site.

## 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.

# Job Description

- To receive and make welcome all visitors to the site ensuring they are correctly hosted and not allowed to unescorted (security clearance dependant).
- To liaise with Front of House/Reception colleagues, site security office and services requestor to deliver a site chaperone service in line with security requirements
- To assist mobility impaired visitors with transportation and access on, off and around site
- To remain with and in the line of sight of person/s under chaperone until they are be safely delivered to and under escort of suitably security cleared personnel/visitor host
- Develop an understanding of EMCOR and the client in order to improve personal contribution to the company and all staff interacted with that will increase operational output and performance of the Front of House service
- To provide additional support by way of chaperone services in order that EMCOR can undertake maintenance, project or tasks that enhance the overall contract service provision
- To carry out all reasonable tasks that may be requested from time to time by the client or EMCOR management
- To provide site chaperone services in line with contract Service Hallmarks and Customer Service Policy
- To contribute towards, further development and implement the ONE TEAM EMCOR objectives.
- Be an ambassador of the EMCOR Group (UK) plc.
- 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 Group (UK) plc

## 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.

- Smart, presentable appearance
- Excellent interpersonal and communication skills
- Use of own initiative
- Full UK Driving Licence with no endorsements
- Personable, approachable and able to work as part of a multi-functional team
- Proven track record within customer service and/or similar role
- Well organised with the ability to prioritise
- High Level of understanding of customer service excellence and the ability to deliver quality service

## 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.

At EMCOR UK, we embrace and celebrate diversity in all its forms.

We welcome applicants from all backgrounds and experiences, regardless of age, race, gender, sexual orientation, religion, disability, or any other characteristic that makes you unique. We believe that a diverse and inclusive workforce fosters creativity, innovation, and better problem-solving.

We encourage applications from all candidates and are committed to providing equal opportunities for employment and growth, supported by our inclusive policies and practices.

Join us in our endeavour to build a culture of mutual respect and equity, a place where every voice is heard, and every individual is championed.

### Join us in building a better world at work.

25 Days holidays + Bank holidays  
 Holiday Buy Scheme - up to 5 days a year  
 Industry leading Maternity & Paternity Policies  
 Refer a Friend scheme – worth £500 per referral  
 GEMS – Internal recognition scheme with vouchers for Amazon and retail/dining  
 Extensive Learning & Development opportunities, including opportunities for progression.  
 Access to Flex Benefits: Discount Shopping, Gym, Mobile, Family Activities, Insurance, Dining Experience, Car Leasing and Breakdown Cover.  
 Bike To Work Scheme  
 Paid volunteering and charity days  
 Medicash - Health cash plan - Benefits covered include dental, optical, physiotherapy and a health & wellbeing.  
 Employee Assistance Programme - Offering guidance and advice on Personal, Health, Legal and Financial queries.

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

# Job Description

<b>Date</b>	
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<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>	