

Job Description

Job title	Performance & Continuous Improvement SME	Date: March 2025
Reports to (title)	Operations Director	
Contract/Department	Operations / MILP Sector	Revision 1
Location	Home working with UK Travel	

Job purpose

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

Working alongside the Operations Director and OLT to identify opportunities to innovate and enhance performance to deliver increased service quality, efficiencies, safety, and productivity gains.

The individual will need to be able to communicate at all levels of the organisation from Executive Leadership Team to operative level supporting operational and support functions across a portfolio of accounts driving strategic initiatives, efficiency and continuous improvement activities.

This role will have significant engagement within EMCOR UK and our customer teams working collaboratively with EMCOR UK support functions to support ODW implementations, enhance Asset Dynamics and Intelligent Insights service offerings.

Lead and drive the requirements of the EMCOR UK performance metrics implemented on new accounts during mobilisation and transition as well as demobilisation and transformation of existing accounts.

With a commercial focus, the Performance & CI (Continuous Improvement) SME will proactively seek opportunities to improve our service metrics and outcomes that supports account retention, with a mindset of continual promotion of EMCOR, and creating sustainable value for our customers.

Promote 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 to drive demonstrable value our customers.

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 review and understand the commercial obligations for contractual performance for service delivery, SLA's and KPI's.
- Evaluate performance data and operational status information for performance reporting purposes across given accounts, ensuring a documented action plan is implemented for any out of line situations.
- Support the Key Account objectives and goals outlined in account strategic action plans from a performance and CI perspective.
- Ensure that a culture of relationship management, team working, task ownership and accountability are actively encouraged and implemented across performance & CI activities.
- Leverage relationships across accounts to seek growth opportunities and ensure best practice is explored and implemented.
- Demonstrating tenacity and commercial acumen to drive performance activities and strengthen relationships within our accounts 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 given accounts and effectively implement any service variations, changes or agreed innovation
- Engage with the central EMCOR UK team functions to identify business innovations and roll out of new IT technology
- 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

Resource responsibilities

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

Ability to manage within a matrix management environment for all account performance roles ensuring cross functional collaboration for project success.

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Person specification

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

- Significant experience in managing Change/Business Improvement projects
- Ideally Project/Change Management accredited (ideally AMPQ)
- Ideally Six Sigma Accredited (Ideally Green Belt)
- Demonstrable management and leadership training (ideally ILM accredited)
- Knowledge of the current legislation and mandatory standards relating to safe working practices.
- Excellent organisational and interpersonal skills.
- The ability to organize, plan and prioritise work
- Relationship management skills and ability to manage through a team under direct line management and those non-directly managed.
- The ability to communicate effectively, in both verbal and written forms
- Significant experience in IT systems design and set up
- IT Superuser in all Microsoft programmes/CAFM's
- The ability to establish, implement and monitor high standards of excellence in areas of quality, safety and operational performance
- Be commercially aware and have a sound knowledge of budget preparation, negotiation and management
- Be resilient under pressure, with good decision-making skills.
- Ability to lead and act with authority when required
- Motivated self-starter with a pro-active approach
- High standard of personal integrity and professionalism with the adaptability to change
- The ability to gather information from all relevant sources
- Ability to think and react to immediate problems and issues without losing sight of or compromising long term goals
- The ability to make decisions and solve problems - Analysing information and evaluating results to choose the best solution.

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.

National travel requirements across accounts within the operational sectors
Security clearance may be required
Valid full driving licence

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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>	