

Job Description

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| Job title | Head of Operations | Date |
| Reports to (title) | | |
| Contract/Department | | Revision |
| Location | | |

Job purpose

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

To direct and lead operational activities across the contract, ensuring cost effective and timely delivery of all operational obligations including project activities and service provisions, whilst at the same time introducing operational efficiencies through process improvements and innovation in order to satisfy customer need and deliver profitable sustainable results.

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.

- Be responsible for leading and directing operational activities in order to maintain and improve the service delivery in accordance with contractual obligations and SLAs.
- Develop strong relationships with contract staff and their representatives applying Key Account Management principles in order to foster good working relationships at every level and optimise the commercial position of EMCOR UK.
- Accountable for the delivery of agreed financial targets of the account operational activities
- Lead and inspire the management teams and employees within the Operations towards the cost effective delivery of our contractual obligations in such way to meet and exceed clients' expectations.
- Ensure the Operations have suitable, qualified and experienced people in place within an appropriate reporting structure, who have suitable capabilities and are motivated to perform at the highest level.
- Develop cost effective mobilisation, transition and operational processes to ensure that changing customer requirements, commercial results and operational deliverables are met within agreed timescales.
- Lead and develop lean processes for maintenance activities in a live complex manufacturing organisation.
- Ensure that all operational activities are conducted accordance with standard EMCOR UK policies and procedures and are aligned to our vision, culture and values of 'making our customers' lives easier'; in particular: -
 - Health, Safety, Quality and the Environment
 - Financial Reporting
 - Commercial and legislative
 - HR and employee welfare
 - EMCOR Standards of Conduct and Code of Ethics

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- Actively and positively promote the image of EMCOR UK and the wider EMCOR Group at all times and to maintain good working relationships with clients, suppliers and other external parties.

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.

- A proven successful track record working at Senior Operations/Account Executive/ Director Level responsible for full profit and loss of large scale complex FM Accounts, ideally £30M plus annual turnover gained within a regulated, manufacturing and high security environment.
- A thorough knowledge of outsourced facilities services within the UK, including hard/soft FM service lines and directly delivered complex projects including M&E, building and civils activities.
- Proven experience of operating in a manufacturing environment.
- Proven knowledge and experience of implementing lean processes into an organisation.
- An effective and progressive leader with experience of directing and developing multi-disciplined teams in highly regulated and demanding environments.
- An experienced 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 structures, 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.

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- Ability and experience in developing strong relationships with key customers to support account development and long-term sustainable and profitable tenure
- A proven track record of setting up and managing supply chain partners, multiple suppliers and sub-contractors
- Educated to degree level in a technical/engineering field and a member of a relevant professional institute e.g. Membership of BIFM and /or IFMA would be a distinct advantage
- Must hold DV Security clearance (MOD)

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.

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

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

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| FOR HR USE ONLY: | | | | | |
| Job Grade | | EMCOR Competency Level | | Training Profile UTC | |