

# Job Description

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Job title	Small Works Manager	Date
Reports to (title)		
Contract/Department		Revision
Location		

## Job purpose

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

## 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.

- Design, management, implementation, and compliance to end to end small works process
- Implementation and compliance to all other relevant processes
- Ensure sufficient pricing mechanism in place with sufficient profit margin
- Effective use of CAFM and EMMA as per SOP
- Manage the teams to ensure the contracted services are delivered to the agreed contract specification and standards
- Ensure a timely response to requests for small works agreeing customer requirements and costs in sufficient detail
- If agency staff are used ensure that induction, competency, and culture are compliant
- Ensure revenue targets from MW & Projects met
- Request and manage resource in line with SLAs
- Ensure compliance to CDM regulations
- Liaise with Group project function and establish sufficient relationship

### Commercial and Finance

- To deliver your service in compliance with your allocated budget
- To design and implement interventions to rectify profit issues
- To satisfy all contract deliverables
- To ensure KPIs and SLAs are passed so that EMCOR UK does not incur financial penalties
- To design and implement cost optimisation initiatives
- Capture and communicate any potential commercial changes and/or gaps to Operations Manager
- Manage overtime levels within acceptable set point & comply with process
- Manage expenses levels within acceptable set point & comply with process

### Performance

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- To ensure the design of and compliance to all relevant end to end processes applicable to the role
- To ensure processes are consistent reviewed to ensure operational excellence
- Proactively monitor KPI and SLA performance so that any issues are resolved to avoid failure
- Design and implementation of improvement programmes
- Implementation of audit process and inspections, by taking ownerships for actions from start to finish
- To ensure effective management and use of the CAFM & EMMA systems
- Ensure consistently low work order backlog
- Rectification of SLA failure and WO backlog

## Procurement

- To manage subcontractors in line with EMCOR UK's SSOW and PCO process
- To ensure that subcontractor performance is consistent and satisfactory
- To identify and propose services that are currently subbed are brought in house
- Monitor subcontractor performance and feedback to contract Procurement Manager
- To review all Contractor Service Reports, identifying actions required to satisfy issues and ensuring satisfactory conclusion to same.
- Design, procurement, and implementation of SCON Specs
- Ensure SCON compliance & competence with Procurement Manager

## HSW

- To comply with EMCOR UK's SSOW and HSW Policies and procedures always
- To use Intelix to report any near misses or accidents and ensure actions are closed out prior to deadline
- Ensure accidents and incidents are consistently kept at 0
- Ensure sufficient no. of SORs are being logged and process complied with
- RAMS reviewed and signed off SCON
- Ensure compliance to DEL RAMS
- Ensure compliance to SCON RAMS
- Competencies of DEL assessed and rectification plan implemented
- Effective COSHH Management and documentation
- Design and manage SSoW process with Compliance Manager
- Ensure implementation & compliance to SSoW

## Resource responsibilities

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

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## Person specification

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

- Experience within a similar role
- Thorough technical knowledge, plus relevant experience of small works and project management
- To be able to demonstrate knowledge of statutory regulations associated with all building services and Permits to Work systems in highly regulated and controlled environments
- Good knowledge of SFG20 and CAFM systems.
- Good knowledge of CDM regulations
- Technically qualified, minimum NVQ level 4, in appropriate engineering disciplines.
- AMPQ/Prince 2 qualified
- Chartered Engineer - Desirable
- Master's Degree in Mechanical, Civil or Electrical Engineering - Desirable
- Strong analytical skills including root cause analysis and process mapping
- IOSH Managing Safely is required
- FM and Water industry experience is preferred
- Relevant IWFM qualification is preferred

## 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	

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

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<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	