

# Job Description

Job title	Building Services Manager	Date
Reports to (title)		
Contract/Department		Revision
Location		

## Job purpose

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

To ensure that all planned and reactive maintenance is delivered within statutory and client parameters. Ensure new and innovative techniques are developed and implemented to the highest standards in order to ensure maximum operational efficiency. To support the Site Safety, Health and Environment teams and activities.

## 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 lead and develop the EMCOR Maintenance Team through effective communication, training and development, ensuring that the staff members are fully competent and trained to undertake key tasks.
- To support and develop a managed and cost effective maintenance programme for the site services buildings, plant, system and equipment and provide information for management and client reporting.
- To evaluate customer requirements and produce proposals including cost and timescales. Monitor the progress of the planned maintenance and remedial works to agree costs and time and ensure all works are completed to the satisfaction of the customer and regulatory authorities.
- To ensure continuity of essential site systems and equipment.
- To provide an engineering service to design, plan and project manage minor site refurbishment and equipment installations, seeking energy savings where possible.
- To support and manage Health, Safety and Environment and risk management processes.
- To support the Operations Manager and Director to ensure HR, budget and reporting requirements are fully met.
- To develop partnerships with our suppliers to achieve maximum mutual benefit and rationalise the supplier database.
- To identify, develop, implement and review service level agreements and key performance indicators to ensure continued provision of high quality service and ensure customer satisfaction is maintained at a high level.
- To ensure Service Level Agreements and Key Performance Indicators are fully met.
- To identify training and development needs assessing the competencies of employees and suppliers.
- To contribute to an effective “change management” programme for key business elements, eg services offered, produced supplied, existing systems and processes, etc.
- To maintain day to day contact with the customer’s representatives and attend meetings, as directed, providing both review of engineering activities and raising topical issues, as applicable.
- To review all contractor service reports, identifying actions required to satisfy issues and ensuring satisfactory conclusion to same.

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- To maintain all aspects of water management on site and act as Responsible Person for effective control of Legionella (in accordance with site procedure and HSE guidelines).
- Be the Client's Responsible Person – Electrical (see separate roles and responsibilities).
- To be available by telephone for queries as part of the emergency call out escalation procedure.
- Manage and operate shift call out rota. Update security on changes, as required.
- Deputise for Site Operations Manager, as required.

## 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.

- The ability to establish, implement and monitor high standards of excellence in areas of quality, safety and operational performance
- To have a minimum engineering qualification of NVQ Level 4 or equivalent in an electrical discipline
- Good, all round knowledge of Maintenance Management disciplines
- Be commercially aware and have a sound knowledge of budget preparation, negotiation and management.
- Have good people management, leadership, decision making and communication skills.
- Be resilient under pressure and be able to converse confidently with staff, suppliers and customers at all levels

## 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.

# Job Description

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

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

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