

Job Description

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

Job purpose

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

Reporting to the Account Manager, the role is to effectively manage the operational service delivery across a portfolio of client sites. The role will be responsible for ensuring high quality operational service standards and service delivery across all sites. To manage and deliver agreed operational performance metrics, performance KPI's, contract service quality standards and statutory compliance. Line management responsibility for building leads / facilities managers.

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.

Provide leadership and management to your direct reports so that they all understand and adopt the strategy and plans and are motivated to achieve their objectives in a timely and professional manner.

- Lead by example to promote a positive culture, ensuring Health, Safety and Environment risks are effectively managed.
- To identify operational improvements and enhancements to meet with contractual requirement of continuous improvement.
- Ensure appropriate governance is in place to ensure all sites within the portfolio comply with health, safety and other legal requirements.
- To provide clear operational direction to management and site staff across the portfolio.
- Ensure a culture of collaboration, taking responsibility for building customer advocacy with all stakeholders and colleagues by fostering a collaborative, partnership approach to relationships across all sites.
- Understand key business drivers, actively develop and implements solutions to enhance the delivery of exceptional service and align operational strategies and priorities accordingly to balance customer and business needs.
- Analyse the business performance of the service(s), using the data to drive decision making and operational improvements.
- Liaise with Head of Soft Services to ensure soft service standards and compliance are delivered to correct levels and in line with contract KPI's
- Report on business performance through MI and KPI reporting.
- Ensure a culture of high employee engagement and participation through effective and sustained people strategies aligned with the overall business objectives.
- Encourage staff to meet their full potential, foster teamwork by creating an environment where ideas and innovation are explored, and existing practices are challenged where improvement is considered possible.
- Take responsibility for the training and development of employees through the annual appraisal process and account succession planning.
- Responsibility for delivery of hard services in line with contract KPI's, ensuring the delivery of service standards and compliance across all designated sites

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- Full compliance in internal and external auditing and support site teams during the audit process for all disciplines – minimise CARs raised.
- Timely completion of actions arising e.g. insurance inspections, risk assessments (water, fire, asbestos etc.), audits.
- To ensure that all sites across the client's estate (South) maintain statutory compliance in relation to hard services.
- Responsible for ensuring that all PPMs are carried out within the agreed SLAs across the client's estate (south). To understand the root cause of any failures to prevent re-occurring.
- Liaising with Head of Projects on delivery of low-level project works delivered by FM teams.
- Hard service compliance – statutory, ACOP, best practice, KPI and SLA across the DHSC estate.
- Consistency in approach across the designated sites.
- Oversight of extra works and task orders, liaison with the project team and forward capital plan to ensure all work is captured and delivered in the best way.
- Oversight of estate wide activities and hard service strategy e.g. PAT testing, fixed wire testing, asset management, change management.
- Report directly to the Account Manager any instances, which may impact upon the service delivery or contract development.
- Ensuring that all employees work safely and are aware of their responsibilities under the Health & Safety at Work Act 1974, PPE and other control standards.
- Ensure adherence to all EMCOR policies and procedures, in particular the PPE mandate.
- Ad-hoc building management cover for planned and unplanned absence, including ICO and DICO responsibilities.

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.

- Minimum 3 years' experience in a similar role in the operational management and delivery of Facilities Management services to time, cost and quality
- IOSH Managing Safely or higher qualification in Health & Safety
 - FM or appropriate industry specific qualification to HND level (desirable)
 - Experienced in managing and delivering hard service statutory compliance across a portfolio of client sites
 - A high degree of technical knowledge, able to manage and maintain hard services delivery and compliance to the required level across the region
 - Good working knowledge of health and safety and ability to interpret policy and legislation and implement best practice across all service line working practices
 - TFM experience at a management level across multiple sites with a geographical spread
 - Strong leadership skills: influence, support and steer a large, diverse team
 - Highly self-motivated and ability to motivate others

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- Previous experience of managing the delivery of facilities services within an NEC3 Term Service contract
- Strong ability to identify, analyse and develop continuous improvement opportunities
- Strong people management skills including managing absence, conflict resolution, capability and performance management (including disciplinary and grievance procedures), appraisals, learning and development
- Effective communication skills
- Awareness of good business management practices e.g. cost control, staff rota, people management
- Ability to manage customer and contractor relations and forge strong networks and alliances with internal teams, contractors and suppliers
- Problem solving at a strategic level
- Good, all round knowledge of TFM operations
- Compliance with EMCOR UK code of conduct
- Working knowledge of project / task order delivery and compliance

Other Factors:

- Experience in a similar role in the operational management and delivery of Facilities Management services to time, cost and quality
- IOSH Managing Safely or higher qualification in Health & Safety
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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 | |
| Date | |

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