

Job Description

Job title	Workplace Manager	Date May 2025
Reports to (title)	Head of Delivery (Yard)	
Contract/Department	BAE Subs	Revision 1
Location	BAE Submarines – Barrow	

Job purpose

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

A pro-active, client focussed Workplace Manager to develop strong business relationships with Yard and Building custodians, stakeholders and customers. Effectively manage their area of responsibility to continuously improve the quality and time taken to deliver the maintenance services. The Workplace Manager will understand the client's needs and expectations and utilise their small team of multi-skilled engineers to proactively complete simple tasks and reduce the load on the core maintenance team. Supporting BAE to create a workplace that helps them to deliver assets faster.

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.

- Focus on building collaborative relationships with key customers/departments to raise the profile of the services EMCOR UK provide. Act as a point of contact for local maintenance service queries and feedback.
- Take overall responsibility for their area and continuously improve the maintenance services, customer experience, KPIs, and support to BAE.
- Manage a small team of multi-skilled engineers to proactively maintain the site and improve the overall working environment. This will predominantly be minor tasks to reduce the load on the core maintenance services.
- Develop an in-depth knowledge of the site and be a visible presence for customers to engage with.
- Ensure work undertaken by the team meets the quality, safety, and compliance standards.
- Work closely with the Yard, Building Custodians, stakeholders, and customers to understand their specific needs and plan work effectively to meet expectations.
- Communicate with customers to keep them informed of work being undertaken.
- Manage a small financial delegation and resources to ensure the service is well managed and achieves VfM for both the client and EMCOR UK.
- Produce reports as required by line manager, and ad hoc reporting to the client as appropriate.

Job Description

- Escalation to the Service Desk and Head of Maintenance Services those tasks that are an urgent client need and are out with the Workplace Managers responsibilities.
- Ensuring accurate records of maintenance activities, meetings, and site inspections are maintained.

Resource responsibilities

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

- 2 – Direct Reports(multi-skilled engineers)
- Small delegated authority to manage service delivery
- No asset or sub-contractor responsibility although will be expected to liaise with supply chain as required
- Responsible for establishing an effective communication plan with stakeholders and building custodians

Person specification

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

- A resilient and resourceful self-starter who has proactive, problem solving mindset to drive through improvements.
- Excellent organisational and planning capability
- Knowledge and experience of Facilities Management in secure environments.
- Excellent customer experience skills and demonstrable experience within a similar role.
- Strong team management abilities and experience of managing engineers.
- In depth knowledge and experience of building collaborative relationships with customers.
- Excellent communication and interpersonal skills with a strength in written communication.
- Adept at establishing and compelling a safety first culture
- Excellent technical FM and health and safety knowledge
- Ability to manage multiple priorities, be calm under pressure and agile
- Must be able to confidently communicate at all levels and engage with key stakeholders.

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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.

Must obtain and maintain the required level of security clearance (SC/DV)

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

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