

<b>Job title</b>	Head of Business Transformation	<b>Date</b> Dec 2025
<b>Reports to (title)</b>	Strategic Account Director	
<b>Contract/Department</b>	BAE Systems Submarines	<b>Revision</b> 1.0
<b>Location</b>	Barrow-in-Furness – min 3 days a week in the office	

## Job purpose

The Head of Business Transformation is a member of the Senior Management Team and will report to the Strategic Account Director. This role is responsible for leading the account activity to improve customer experience, identify opportunities to innovate and enhance performance to deliver increased service quality, efficiencies and productivity.

This role will have significant engagement within EMCOR UK and the customer.

## Duties/responsibilities/accountabilities/deliverables

- Lead development and implementation of a robust and sustainable Data & BI Strategy for the account.
- Understand the needs of stakeholders and how these can be met through business change and digital solutions.
- Lead development of a data-driven culture exploring opportunities to improve the use of data through new technologies and techniques.
- Ownership of reporting and monitoring of account Key Performance Indicators; ensuring rectification plans are in place where shortfalls are identified.
- Lead data interrogation and trend analysis, monitoring account performance throughout the month, to provide meaningful data insight to the management team enabling intelligent action.
- Responsible for oversight of the account Governance Framework and associated activities and reporting.
- Understand cross-functional dependencies and judge related risks; ensuring planned changes are appropriately governed, delivered with minimal disruption to business activities and are communicated effectively.
- Management and support of a multi-disciplinary Data & BI team (including third-party partners) to deliver a consistent, professional and cost-effective service for the account.
- Build and maintain strong relationships with senior stakeholders, working with them to help enable change through a cycle of continuous improvement.

- Lead the development and delivery of a robust communications strategy and plan and develop the account specific social value plan

## Resource responsibilities

- Management of data, transformation, continuous improvement and performance management teams.
- Oversight of transformation budget.
- Leadership of account performance to avoid penalties incurred as a result of poor KPI performance.

## Person specification

- Demonstrable extensive experience, at a senior leadership level, of performance and business intelligence management.
- Highly professional with integrity and the ability to quickly establish credibility with stakeholders, able to inspire confidence in self and service.
- 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 culture and behaviours.
- Ability to exercise effective leadership as a member of management teams and as a head of the function.
- Determination and resilience to achieve objectives and targets when faced with increasing operational difficulties.
- Excellent interpersonal skills, high level networking and influencing skills.
- Ability to shape and influence, ability to analyse complex data and deliver evidence-based recommendations.
- Proven ability to provide a high standard of support in operational reporting principles, including the ability to implement systems and processes and to proactively resolve problems.
- Solution focused with a positive outlook; apply creative thinking when problem solving.
- A strong working knowledge and competence of using Microsoft Office applications including demonstrable experience in using tools such as Microsoft Power BI and SharePoint.
- Educated to degree level in relevant field.
- Previous line management experience essential.
- Financial and commercial awareness.

# Job Description

- A good working knowledge of outsourced M&E or Hard Facilities Management services within the UK would be desirable.
- Lean/Six Sigma qualification desirable.

## Other factors relevant to the job

- Must be able to obtain and maintain security clearance, currently at SC level.
- Must be a UK National.

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

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

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