

Job title	Regional Engineering Supervisor	December 2025
Reports to (title)	ODM GEO5	
Contract/Department	BBC	Revision
Location	East of England	

Job purpose

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

To lead the delivery of technical services across a facilities management contract focussed on broadcast critical sites across the East of GEO5.

The role is responsible for the management and delivery of planned and reactive works via inhouse and sub-contracted teams to budget and always within timescales and to provide technical assurance to the senior team. Control of the core service provision to the Client.

To supervise the operation and organisation of the multi -skilled engineering team based within region.

There will be a requirement to gain approval as an Approved Person Pressure System and partake in other relevant Approved Person duties.

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.

Build and maintain strong, effective working relationships with key stakeholders across the client organisation and EMCOR UK, acting as a senior regional point of contact.

Provide regional supervision and leadership to multi-skilled engineering teams, ensuring daily activities are effectively coordinated, resourced, and delivered in line with contractual requirements.

Maintain daily liaison with the engineering teams to ensure manpower is fully utilised, appropriate skill sets are deployed, and service resilience is maintained during core hours and periods of increased demand.

Work closely with Business Support teams to ensure reactive and planned maintenance work orders are completed, closed, and returned within agreed SLAs and KPIs.

Maintain regular communication with local client representatives regarding maintenance performance, emerging risks, and operational priorities.

Job Description

Develop, mentor, and support engineering teams through training, coaching, and technical guidance to enhance service delivery, encourage progression, and promote retention.

Act as the technical escalation point, providing hands-on engineering support only where required, including during critical incidents, complex faults, or periods of exceptional operational pressure.

Carry out supervisory and assurance checks, including auditing workmanship, housekeeping, and customer satisfaction, ensuring EMCOR standards are consistently achieved.

Manage and audit subcontractor performance, ensuring compliance with contractual SLAs, KPIs, and safe systems of work.

Ensure all Planned Preventative Maintenance activities are completed in line with agreed schedules, with failures or risks escalated and mitigated appropriately.

Support rectification of defects through supervision or direct intervention where necessary, ensuring all performance standards are met in accordance with contract requirements.

Maintain on-call responsibilities in line with existing arrangements, reviewing effectiveness and implementing improvements where required.

Produce and manage engineering rotas and on-call schedules, ensuring adequate coverage and timely submission.

Undertake HV/LV Authorised Person responsibilities and associated duties where appointed, ensuring statutory and operational compliance.

Own statutory compliance across the account, ensuring inspections, testing, and certifications are completed within required timescales.

Lead and promote a strong culture of health, safety, and compliance, including completion of monthly site safety audits and delivery of weekly toolbox talks.

Analyse operational and performance data monthly, identifying trends, risks, and underperformance, and implementing documented action plans where required.

Lead the development and delivery of continuous improvement initiatives, including optimisation of maintenance strategies, in collaboration with the Senior Asset Manager.

Lead the implementation of new work scheduling functions, ensuring teams are trained and processes embedded effectively.

Develop and implement innovative ways of working to improve efficiency, service quality, and operational resilience.

Lead the identification and development of opportunities to improve energy efficiency across buildings and assets within the contract.

Collate performance, compliance, and operational reports for submission to the Operations Delivery Manager, demonstrating achievement against targets and contractual obligations.

Ensure engineering teams have the tools, resources, training, and support required to deliver safe, compliant, and high-quality services.

Resource responsibilities

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

Direct day to day line management of a team of 2 site based and 4 mobile engineers with technical guidance to the wider business functions.

To work closely with Operational, Asset & Energy functions to develop strategic improvements across the contract.

Current sites plus 3 – Brighton, Guildford & Tunbridge

Person specification

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

This position requires a minimum 5 years experience of Technical Services management/supervision in a building services environment

This position ideally requires HNC/HND/Degree in Electrical/Mechanical Engineering however, candidates with relevant vocational technical qualification plus relevant experience will be considered

Working knowledge of critical LV/HV distribution systems including UPS generators

Job Description

Currently or previously been an appointed person for Low and High Voltage or the ability to qualify, training will be provided

Proven leadership and management skills

An excellent knowledge of M&E building systems

Excellent communications and customer service skills

Ability to write comprehensive and well written reports

Firm understanding of asset lifecycle management

Proven experience within a building services environment.

Proven track record of operations management in a hard services FM environment

Good IT skills including Microsoft packages, CAFM, scheduling and auditing tools

Sound understanding of current legislation, environmental and quality related assessment

Excellent interpersonal and customer relationships

Exceptional presentation and communication skills

Proven experience in effectively managing a team

Working knowledge of the broadcast critical infrastructure is desirable

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.

Line Manager Signature	
Print Name	

Job Description

Date	
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Job Holder Signature	
Print Name	
Date	

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