

# Job Description

Job title	Senior Critical environments Manager	<b>Date: 26/06/2025</b>
Reports to (title)	Head of Technical Services	
Contract/Department	AWE	<b>Revision: V2</b>
Location	Aldermaston	

## Job purpose

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

Own and manage the operations of the customers Critical environments, taking charge of both technical and account management responsibilities. Lead all Critical environment activities to ensure seamless service delivery and maintain continuous infrastructure uptime.

## 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.

We are seeking an experienced Senior Critical Environments Manager to join our expanding team; duties are to include:

- Own the Critical environment operations site wide, ensuring consistent and reliable service delivery.
- Deliver the requirements of the contract and Service Delivery Plans.
- Oversee All the MEP infrastructure performance
- Lead MEP infrastructure projects.
- Lead and mentor both direct reports and wider operations team, fostering a culture of continuous improvement.
- Provide clear guidance and monitor performance to support teams' development.
- Take ownership of key compliance and operational responsibilities, ensuring contractual adherence.
- Conduct site audits, on operational activities to ensure contractual requirements are met.
- Compile and present reports to customer to convey KPI / SLA adherence.
- Own risk management & obsolescence reporting structure adhering to the agreed SDP
- Manage contract budgets, supporting an intelligent resource allocation. Provide predictive forecasting.
- Manage the supply chain partners ensuring required service level and conformity to site procedures.
- Ensure all work tasks are completed within SDP timeframes.
- Escalate any issues that affect the availability, ESH & security of the site.
- Lead innovative solutions and recommendations to improve building, plant, and system energy efficiency.
- Develop and maintain transparent and collaborative relationships with client.
- Manage compliance and escalations of any issues that affect the availability, health and safety and security of the site.
- Adhere to all current company and Critical Engineering Management policies and procedures and to take an active approach in the continuous improvement of these procedures.

## Resource responsibilities

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

**Management Responsibility:**

- Direct Line management of The Critical Environment Manager (CEM), Lead UPS engineer and Technical Planner (TP) & Assurance Manager
- Indirect Direct report - Critical environment Supervisor (CES) Data Centre technicians (DCT), UPS engineers
- Secondary line of escalation
- Client Escalation

**Financial responsibility:**

- Annual creation and presentation of contract budget
- Ownership of Day-to-Day resource spend, including tooling
- Responsibility for approving and presenting out of budget remedial costs to customer.
- Transparent management of resources, ensuring value for money for customer.

**Asset/System Responsibility:**

- Ultimate responsibility for the maintenance and performance of all contractually agreed assets within demarcation zones e.g., Chilled water systems, electrical infrastructure, back-up powers systems, plumbing system, etc.
- Ultimate responsibility of quality of service
- Fleet management

**Supply Chain Partner Responsibility:**

- Ultimate responsibility for their adherence to site rules, agreed contractual tasks and quality of service

**Person specification**

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

**Essential**

- Previous critical environment management experience
- Strong Mechanical and/or Electrical Knowledge & experience
- Able to organise and manage own workload
- Positive proactive attitude and can take ownership of the site
- Aware of Data Centre critically and understand risk factor to site and operations
- Good knowledge of Generators, Cooling systems and UPS systems
- Hold a valid UK driving license
- Good admin skills with Microsoft packages
- Good interpersonal and communication skills

**Desired**

- SC/DV Clearance
- Minimum 7 years of Data Centre Management experience
- Deep critical MEP knowledge
- Understanding of Data Centre standards and guidance literature
- Served a full Technical Apprenticeship and hold a technical qualification (C&G, HNC, ONC etc)
- Experience of financial responsibility

# Job Description

- Good understanding of event management
- Knowledge of optimal use of CMMS packages
- Certified Data Centre Management Professional

**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 Signature	
Print Name	
Date	

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>	