

Job Description

Job title	Soft Service Co-Ordinator	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

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

Responsible for the operational management (directly or via specialist subcontractors) and delivery of defined facilities management services delivered across the contract.

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.

- Responsibility for cleaning services and subcontracted soft services delivered across the contract
- Ensure compliance with health, safety, sustainability, quality and other statutory requirements.
- To proactively assist in the management of the customer relationship with Site Managers and key stakeholders
- Ensure a one team ethos across all aspects of EFS service delivery.
- Drive and support business wide initiatives and improvement plans.
- Ensure that the operational aspects of the site are delivered in accordance with the Performance Indicators by an agreed programme of qualitative checks and controlled measures, and to rectify identified deviation where appropriate.
- Ensure that a Continuous Improvement Process is an integral part of service delivery increasingly adding value to both the business and our client.
- Accountable for Cleaning Services, and sub-contracted specialist service partners deliverables and manages the associated risks.
- Support customer and company performance monitoring and audits, ensuring optimum results are achieved.
- Lead in the establishment of systems of monitoring through KPI reporting and control, designed to ensure appropriate control over all critical service points, to maximise customer satisfaction, minimise customer complaints and other adverse feedback.
- Support service delivery to include sustainable solutions and support the sustainability programme, incorporating the reduction of the carbon footprint and the reduction of utility consumption across the contract
- As a member of the Estate Services team, to be an ambassador and leader of the business.
- Maintain high profile in the day-to-day running of the sites and provision of a consistently strong link with customers, guaranteeing appropriate and responsive reaction to address any and all customer concerns.
- Lead, recruit, develop and retain staff to deliver services in the most efficient and effective manner.
- Develop and maintain an excellent working relationship with key stakeholder involved directly or

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indirectly with the service provision.

- Ensure subcontractors and suppliers activities are managed in accordance with specific contract terms and that they are fully briefed on the site procedures prior to the commencements of any work and continue to comply whilst work is being carried out
- Working with internal teams to discharge the consistent, effective and efficient delivery of planned and reactive tasks and in doing so, support best practice.
- Manage the people resources effectively and efficiently to deliver the required services.
- Set objectives for direct reports and subcontracted services; review frequently, ensure same approach and mechanisms for all staff within area of responsibility
- To provide Soft Services in line with contract Service Hallmarks and Customer Service Policy
- To provide Soft Services in line with the service delivery plans
- To uphold and promote the good name of EFS at all times.
- To contribute towards, further development and implement the ONE TEAM EMCOR objectives.
- Making our customers lives' easier is a critical element of this role.
- Be an ambassador of the EMCOR Group (UK) plc.
- To follow EMCOR's Code of Conduct and comply with the Client's company rules and maintain a high standard of discipline.
- To carry out other duties as may be reasonably requested from time-to-time by EMCOR Group (UK) plc

Resource responsibilities

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

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Person specification

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

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| <ul style="list-style-type: none">○ Significant experience of managing staff in an operational environment.○ Experience of supporting a business contract and / or providing support to a professional function.○ Strong background of providing high quality FM Services.○ Strong skills in:<ul style="list-style-type: none">○ planning & organising○ building relationships○ delivery through people○ business awareness○ customer focus○ contributing to continuous improvement |
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Job Description

- managing change
- High calibre IT skills and presentation capability
- High Level of understanding of customer service excellence and the ability to deliver quality service

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	

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