

Job Description

Job title	Head of Soft Services	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

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

To provide strategy, subject matter expertise and implement standardisation and consistency across our soft service portfolio. The SME will be responsible for creating, developing and implementing EMCOR soft services strategy focussing upon creating a robust platform to deliver specialist sales propositions, performance improvement, account retention and growth.

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.

In particular, you'll be responsible for:

- Development of EMCOR as Employer of choice for soft service excellence
- Implementation of BICS (British Institute of Cleaning Science) as core delivery standard
- Creation of a cascade internal training programme, accessing external funding bodies
- Generation of a multi skilled workforce in densely populated areas of activity aimed at adopting an "Accommodation Services" mentality to deliver specific soft service capabilities

The Subject Matter Expert will need to create a programme of recruitment, retention and training techniques which dovetail into our current business philosophy but which target soft service specific cultures and deliverables.

Business Development Support:

An experienced senior operational manager, you'll support and assist Business Development teams in the assessment of new opportunities, develop financially viable operational solutions and act as the operational lead on new bids. With the support of the wider organisation, you'll help implement mobilisation and transition programmes.

Operational Support:

Strong interpersonal and facilitation skills will enable you to work closely with the Account Management organisation and help identify, design and develop the tools and approaches to improve services – identifying best practice, productivity and quality improvement and identifying, facilitating and supporting opportunities for organic growth.

With extensive and proven TFM experience you'll assist in the development and deployment of service delivery operating platforms by following methodologies that ensure consistency of approach, known outcomes and definable commercial and reputation risks.

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To succeed in this role you will need:

- To have an FM Generalist background, with specific experience of delivering high quality services to major corporate clients
- Extensive experience in general management and/or senior functional leadership position delivering services and profitability in an FM capacity
- A demonstrable record of developing 'centre of excellence' services across a diverse business
- Experience working closely with business development teams identifying and supporting operational solutions
- Knowledge and experience in contract mobilisation and the transition of complex TFM contracts
- Familiarity of CAFM systems, including Help Desk, scheduling and auditing tools.
- Demonstrable operational leadership and ability to interface at executive levels, both internally and externally
- Strong facilitation and presentation skills
- Excellent verbal and written communication skills
- Solid understanding of program management methodologies
- Able to utilise a blend of skills to accomplish the above; critical thinking, project management, change management, data analysis, facilitation, benchmarking and executive briefing
- Experience in managing program management and process excellence functions
- A sound understanding of current legislation, environmental and quality related issues.
- Experienced with TFM performance management systems and metrics

Resource responsibilities

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

Person specification

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

- A recognised facilities management qualification and BICS qualified
- Relevant operational management experience in delivering high quality soft facilities management services within a diverse and geographically spread property portfolio – specifically Front of House, cleaning and food service experience
- Implementation and management of extensive Help Desk solutions

Job Description

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	

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