

Job Description

Job title	Account Manager	September 2023
Reports to (title)	Account Director	
Contract/Department	Operations	Revision
Location	INSERT	

Job purpose

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

To lead and own the relationship with our customers, using the EMCOR UK principles of Key Account Management. To ensure the cost effective and timely delivery of all contractual obligations and service provisions, whilst at the same time introducing business efficiencies through process improvements and innovation in order to deliver profitable financial results to EMCOR UK. Focus on building relationships with managers and clients across the UK is a key part of the role, as is the ability to hit the ground running. Good project and people management skills are essential.

With a commercial focus, the Account Manager will proactively seek opportunities to grow the account through additional service lines, projects and account retention, with a mindset of continual promotion of EMCOR, and creating sustainable value to our customers

This is a role with exciting scope for growth into an Account Director role for the right candidate. We look for people with a positive, can-do attitude and the ability to fit into and take leadership of a fast-growing team.

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.

- Be responsible to the Account Director for the P&L of the Account and to lead and direct operational activities in order to maintain and improve the net profitability of the business
- Develop strong relationships with clients and their representatives applying Key Account Management principles in order to foster good working relationships at every level and optimise the commercial position of EMCOR, at the same time as delivering value for our customers
- Proactively seek opportunities to grow the account through additional service lines and project work, with a mindset of continual promotion of EMCOR, that also drives value for our customers
- Lead and inspire the management teams and employees within the Account toward the cost effective delivery of our contractual obligations in such a way to meet all stakeholders expectations
- Ensure the Account has suitable, qualified and experienced management teams in place within an appropriate reporting structure, by deploying appropriate HR strategies to recruit, develop, motivate and retain the required management capabilities
- Develop cost effective mobilisation, transition and operational plans to ensure that the commercial and operational deliverables are met within agreed timescales
- Ensure that functional teams within the Account develop and implement adequate management systems to properly monitor, report, review and control the commercial and operational activities of the Account
- Ensure that all operational activities are conducted in accordance with standard EMCOR policies and procedures; in particular: -
Health, Safety, Quality and the Environment
Financial Reporting
Commercial and legislative
HR and Employee Welfare

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EMCOR Standards of Conduct and Code of Ethics

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.

- Ability and experience in developing strong relationships with key customers to support account development and long-term sustainable and profitable tenure
- A proven track record of setting up and managing supply chain partners, multiple suppliers and sub-contractors
- Develop an organisational culture, which reflects the EMCOR UK brand and core values of the business, such that a positive employee relations climate and working environment of continuous improvement is created in order to drive demonstrable value to the client and make life easier for all
- To actively and positively promote the image of EMCOR UK at all times and to maintain good working relationships with clients, suppliers and other external parties.
- A proven successful track record working at an operational level responsible for full profit and loss of complex IFM Accounts
- A thorough knowledge of outsourced facilities services within the UK, including both soft and hard FM service lines
- Demonstrable experience of delivering significant and consistent growth through proactively seeking opportunities to introduce new service lines and project work
- A natural leader with obvious gravitas and charisma to stand out amongst others and the ability to bring the best out of people
- An effective and progressive leader with experience of directing and developing multi-disciplined teams across wide geographical territories
- 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 organisations, culture and behaviours
- A driver of people and projects with a very strong commercial awareness and a track record of achievement on complex and demanding contracts and accounts
- Strong commercial acumen
- An obvious empathy with customers and clients, an ability to quickly grasp their needs and an ability to galvanise resources to satisfy clients demands
- An ability to quickly grasp changing needs and the talent to translate these into operational reality
- Determination and resilience to achieve objectives and targets when faced with increasing operational difficulties
- An ability to identify and drive through 'win-win' solutions when even under considerable or sustained pressure
- A self-starter who is not afraid to challenge received wisdom and has the resilience to pursue legitimate business aims and objectives
- The energy and infectious enthusiasm to get things done

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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.

<p>Travel requirements Security clearance dependent on customer Other</p>

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>