

Job Description

Job title	Technical Delivery Manager (TDM) – AWE	Date May 2025
Reports to (title)	Head of Business Insights & Improvements	
Contract/Department	AWE / Business Insights & Improvements	Revision 1
Location	AWE Sites	

Job purpose

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

To actively manage and develop the relationship with our customers, using the EMCOR UK principles of Key Account Management. The TDM, alongside the account leadership is responsible for consulting, consistency of communication and technical delivery of the customer experience, for the overall success of a prestigious client account. The role will form part of the Insights and Improvements management team.

The TDM will lead client interface for their specific Business Unit / enabling function and as such operational delivery and programming of works, ensuring customer requirements are considered and timely delivered for all contractual obligations and service provisions, whilst introducing process improvements and innovation.

Working collaboratively with all members of the account and client teams you'll ensure we gain trust and confidence. You'll maintain agreed relationships and proactively seek opportunities for growth.

Developing strong relationships with the client you will apply Key Account Management principles to foster good working relationships at every level and optimise the commercial position of EMCOR UK. This includes promoting and delivering customer service excellence.

Key account planning and management to achieve best practice development, increasing customer satisfaction and EMCOR reputation in line with company requirements. Integrated delivery and implementation of EMCOR's contracted and enhanced services. The role will also be required to drive the project pipeline, seeking ways to satisfy the clients requirement to increase productivity.

Working with the account SLT 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 to drive demonstrable value to the client.

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.

- Deliver the Key Account objectives and goals in line with Key Account Plan.
- Be the point of contact to the client on operational and project matters arising for their area (Business Unit / Enabling Function) of responsibility.
- Ensure that a culture of relationship management, team working, task ownership and accountability including flexible working are actively encouraged and implemented.
- Leverage relationships to seek new business and growth opportunities within the account.
- Demonstrating tenacity and soft skills to strengthen relationships and engrain EMCOR UK in our client's operations.
- Ensure that the integration of team working extends to all services streams and subcontractors that support your business unit / enabling function.
- Support and drive new business initiatives and opportunities across your business unit / enabling function and effectively implement any service variations, changes or agreed innovation.
- Ensure all EUK issues and problems in your business unit / enabling function are reported, controlled and resolved safely and in a timely manner.
- Evaluate performance data and operational status information for contractual performance reporting purposes, ensuring a documented action plan is implemented for any out of line situations.
- Close liaison and relationship management with client management and FM teams regarding the status of contractual operations.
- To ensure service excellence and quality management are achieved across all relevant service streams.
- Ensure a program of continuous improvement initiatives and achievements is maintained through the value creation innovation process.
- To attend meetings with the client in a prepared and professional manner.
- Crisis Management – be the liaison for the operation of emergency response procedures including escalation requirements and update.
- H&S – ensure a culture of safe working occurs – act as conduit between client and account H&S team
- Support service delivery investigation, reporting and instigation of corrective actions.
- To follow EMCOR's Code of Conduct and comply with the Client's company rules and maintain a high standard of discipline.

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To carry out other duties as may be reasonably requested from time-to-time by EMCOR UK management or the Client, including for example:

- Emergency procedures planning
- Contingency planning
- Best practice Asset Management - ISO55001
- Continuous review of subcontracted work
- Activity risk assessment
- Service delivery Improvement planning
- Scope changes
- Support EMCOR to provide value propositions to the customer.

Resource responsibilities

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

Accountable for client relationship management of AWE staff and their representatives and advisors within area (business unit / enabling function) of responsibility.

Person specification

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

- A proven successful track record of working at management level and autonomously with minimum direction.
- A thorough knowledge of outsourced facilities services within the UK, including both Technical hard FM and projects service lines.
- A proven track record of delivering services within a highly regulated environment (Nuclear or equivalent)
- Demonstrable experience of delivering consistent growth through proactively seeking opportunities to introduce new service lines and project work.
- An effective team member 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 activities and an ability to support the change in organisations, culture and behaviours.
- A driver of people and projects with a very strong customer awareness and a track record of achievement on complex and demanding contracts and accounts.
- Ability and experience in developing strong relationships with key customers to support account development and long-term sustainable and profitable tenure.
- An obvious empathy with customers and clients, an ability to quickly grasp their needs and an ability to galvanise resources to satisfy clients demands.
- Determination and resilience to achieve objectives and targets when faced with

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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, with energy and infectious enthusiasm to get things done.
- High level of understanding of customer service excellence and the ability to deliver quality service
- Sound working knowledge of Performance Measurement Systems.
- Valid, full UK driving licence.

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.

Security clearance required, SC as a minimum but DV clearance will be required

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

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