

## Job Description

Job title	Soft Services SME	<b>Date</b> 11/06/2025
Reports to (title)	Change and Business	
	Improvement Manager	
Contract/Department	BBC - 3551	Revision: v2
	Birmingham - with	
Location	requirement for national	
	travel	

#### Job purpose

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

The post holder will implement the soft services strategic vision for BBC account and provide effective and inspiring leadership, championing the profession to internal and external stakeholders reflecting EUK company values.

A core part of the role will be ensuring that continuous improvement is embedded in all services delivered, with a focus on a high-quality service delivery that is aligned with industry best practice and EMCOR UK soft service strategies.

Role does not include any line management.

### 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.

- Lead the implementation of the EUK Services standard and creating site Logbooks and advising on service optimisation, across BBC Sites.
- Manage a collaborative network across the BBC account to ensure best practice and innovation is easily communicated and implemented.
- Carry out quality assurance reviews and measure and monitor the outputs from all reviews done
- Fulfil management information data as per contractual requirements, analyse data for trends and opportunities for improvement.
- Work with the account Supply Chain Manager and site teams on specifying, selection, performance of partners and managing spend.
- Be a member of the EUK company Soft Services network, advising, and guiding service provision and developing members of the network in their career progression.
- Bring innovation ideas, propose business change and when approved implement and manage change in a controlled manner whilst tracking improvements.



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Undertake any reasonable request as specified by the line manager.

#### Resource responsibilities

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

Management of cleaning and associated service spend.

Matrix management of Soft FM Managers/supervisors.

#### **Person specification**

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

- Experience in in the Facilities Management industry managing soft services, especially services outsourced.
- Be an active member in industry associations
- Influencer and innovator in the cleaning services area
- Solution creator with demonstrable track record of change implementation and maintenance
- Experience in commercial management of service line
- Self-starter with high standards of self-achievement
- Excellent communication and interpersonal skills and stakeholder management
- Change agent, challenger and emotionally intelligent team leader and player
- Good IT skills including Excel and Microsoft business packages to an advanced level

#### 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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