

Job Description

Job title	Head of Operations and Compliance	May 2025
Reports to (title)	Senior Account Manager	
Contract/Department	Thames Water	Revision 1.0
Location	Reading (Mobile)	

Job purpose

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

- To ensure the account is always technically compliant and this can be evidenced.
- To advise and guide the Senior Account Manager and Account Director on all technical matters.
- To provide engineering leadership and assurance across the account to support the delivery of fully compliant and optimised asset management and maintenance delivery.
- To be an active and accountable member of the account Senior Leadership Team.
- To deliver engineering operational excellence through process improvements and innovation to satisfy customer needs and deliver profitable sustainable results.
- Direct and oversee the engineering and compliance teams

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 100% compliance across the account in accordance with ISO18001 & SFG20 standards to support the risk management processes.
- Ensure all compliance records are in place and accessible to Thames Water stakeholders.
- Lead on the account compliance delivery programme.
- Lead and direct technical competency setting/delivery.
- Technical lead for RCA/Investigations.
- Lead the design & delivery of technical policy, process and procedures.
- Technical lead for account strategic planning, maintenance strategy advice and delivery
- Support in the development of the Forwards Maintenance Register and Annual Maintenance Plan.
- Technical lead for advising of changes in legislation and impact upon the Customer's estate.
- Technical collaboration and innovation lead with client (monthly forums).
- Provide technical advice on buildings/assets and act as the Interface with projects, Asset Management and Operations.
- Manage the gap analysis and Risk Register for technical risks (including reporting of and transfer to Customer where appropriate).
- Support the Senior Account Manager, Account Director and wider SLT in delivering EMCOR UK added value through KAM Principles.

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- Attend and contribute to EMCOR SLT management meetings.
- Actively participate in and contribute to the account Be There for Life strategy and maintain a robust safety culture across the Operations Team.
- Contribute, support and Chair, when required, EMCOR led technical and management meetings.
- Actively and positively promote the image of EMCOR UK at all times and maintain good working relationships with clients, suppliers and other external parties.
- Comply with EMCOR UK's SSOW and HSW Policies and procedures at all times.
- Ensure performance is consistent and of an acceptable standard as a minimum.
- Foster and encourage a working environment that promotes a learning culture, consistent objectives and values, including the training and development of staff and monitoring of staff performance.
- Successfully complete any training required within target timescales.
- Conduct succession planning for teams and individuals to encourage progression and internal promotion.
- Establish a consistently positive working relationship with all clients and end users.
- Ensure all applicable processes are designed to ensure operational excellence
- Provide appropriate challenge and improvement to the customer through value propositions.
- Be the intelligent supplier for the customer to improve their engineering/maintenance and asset base, by bringing in EMCOR UK industry best available practices, new technology and innovation.
- To satisfy all contract deliverables, ensuring all KPIs and SLAs are met.
- To ensure compliance with all relevant end to end processes applicable to the role.
- To ensure processes are consistent reviewed to ensure operational excellence.
- Lead and direct operational efficiencies that will enhance operational effectiveness.
- To complete any other reasonable request instructed by management.
- Lead by example and behave consistently in line with EMCOR UK's values.

Resource responsibilities

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

- Lead and direct all technical resources.
- Subcontractor management.
- Matrix management responsibilities are necessary, working with individual line managers, to ensure that the resource necessary to deliver against each workstream is available and supported sufficiently to deliver their output.

Person specification

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

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Professional Requirements

- Chartered Engineering status and holding an engineering degree or equivalent qualification and a member of a relevant professional body e.g. IET.
- A proven successful record of accomplishment working at Senior Engineering Operations Level, ideally gained within a regulated environment.
- Technical knowledge of managing compliance risk, demonstratable knowledge of statutory and mandatory regulations relating to safe working practices.
- Experience of working with quality management systems with a high degree of procedural, technical and HSE compliance.
- A thorough knowledge of outsourced facilities services within the UK, including hard FM service lines and directly delivered complex projects including M&E, building and civils activities.
- An effective and progressive leader with experience of directing and developing multi-disciplined engineering teams in a demanding environment.
- 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 culture and behaviours.
- Ability and experience in developing strong relationships with key customers to support strategic account development and long-term sustainable and profitable tenure.
- Understanding of Asset Management Strategy and ISO 55000 series best practice.
- Experience in working with CMMS/CAFM systems, maintenance planning, scheduling and mitigation Management.
- IT Literate including Word, Excel, Project, PowerPoint and Visio.
- Key account management experience/education would be beneficial.

Personal Requirements

- Demonstrate a natural leadership style with obvious gravitas and charisma to stand out amongst others and the ability to bring the best out of people.
- Demonstrate an obvious empathy with customers and clients, an ability to quickly grasp their needs and an ability to galvanise resources to satisfy clients demands.
- Possess the energy and infectious enthusiasm to get things done.
- Demonstrate the ability to work to tight timescales, under pressure.
- Ability to shape and influence, ability to analyse complex data and deliver evidence-based recommendations.
- Ability to communicate effectively, verbally and on paper, able to present argument and arrive at evidence-based decision making.
- Demonstrate a leadership style that includes mentoring and coaching to encourage the best performance from team members.
- Determination and resilience to achieve objectives and targets when faced with increasing operational difficulties. An ability to identify and drive through solutions when even under considerable or sustained pressure.

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- During your duties you may have access to confidential information, which must not be divulged to an unauthorised person at any time.

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.

Must hold a full UK driving licence
 Provide leadership and support to a 24/7 operation, alongside the rest of the team

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

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