

Job Description

Job title	Technical Delivery Manager	Date: 18 JAN 2024
Reports to (title)	Head of Technical Operations	
Contract/Department	GSK	Revision 1
Location	Based at STV with travel to Harlow / Addenbrookes	

Job purpose

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

To support the Account Director in achieving business objectives through proactive management of the financial, commercial and business affairs of the contract. Responsible and accountable for the provision of all aspects of Operations (specifically projects) and technical Services. The scope of this role includes the management of cost effective in-house and outsourced solutions and working in close liaison with both Client and FM delivery 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.

- High level Management and Delivery function for Operational Technical Delivery workflows.
- To Line manage Operational Technical Delivery team
- To ensure all work carried is completed on time and Quality that GSK expect.
- To Drive change and Improve the Engineering across the account.
- To Engage the Technicians / Supervisors / SME into a continuous improvement cycle with a people focused approach.

Operational Technical Delivery:

- Responsible for the technical delivery of workflows deemed enhanced maintenance task/ adhoc/reactive tasks including but not limited to, larger non-complex BAU remedial works, low risk scored WREF, and customer funded workflows.
- Creation of a self-delivery team for Operational Technical Delivery projects.
- Develop, introduce, and maintain an operational PMO, related documents and software revision control separating remedial maintenance programs form business as usual (BAU) activities.
- Develop an internal customer base and start to provide high level internal customer support.
- Proactively and collaboratively engage with Site Minor Works and CAPEX Projects to provide interfacing between the projects and operational teams.
- Work closely with EMCOR LCAM team to identify key asset lifecycle maintenance program and recommend continuous improvement opportunities and champion implementation.
- Identify and deliver site engineering systems continuous improvement opportunities as agreed with the client.

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- Facilitate the analysis of sitewide complex systems to understand performance limitations making recommendations to address shortfalls.
- Be an ambassador of the EMCOR Group (UK) plc.
- To follow EMCOR's Code of Conduct and comply with the Client's company rules and maintain a high standard of discipline.
- All other reasonable management requests.

People:

- Absence management including holidays, sickness etc.
- Appraisal management of all direct reports ensuring compliance to current performance management system.
- Training needs identified and linked to succession planning/gap analysis as agreed with Site Manager.
- Human Resource management (recruitment, disciplinary etc).
- Effective communication/dissemination of relevant site information (e.g. safety talks, toolbox talks etc).

Other:

- cGxP Statement It is the policy of GSK and EMCOR to provide and document training that ensures all persons that fall within the scope of cGxP Regulated Areas, Laboratory access, cGxP equipment and cGxP plant possess the awareness, knowledge, and skills necessary to execute job functions in support of the production of cGxP materials and processes in a proficient, compliant, and safe manner.
- As an on-going process, GSK/EMCOR will identify the necessary skills training required for colleagues, contractors, etc. to assure the business line complies with cGxP regulations. It is every employee's duty to uphold and comply with the site cGxP requirements, to report non-conformities within cGxP plant and equipment using the relevant documentation
- To undertake cGxP training and refresher training as and when required.

Resource responsibilities

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

- Programme management of Operational Technical Delivery workflows and team
- Sign off 'acceptance of work' (where applicable)
- Oversight of workflows and management of 3rd party contractor works associated to Operational Technical Delivery workflows.

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Person specification

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

Prerequisites:

- Engineering Degree, HNC/HND or 10+ years' experience in a trade specific field
- Open, honest, and motivated personality.
- Experienced managing stakeholders
- Supervisory management experience.
- Ability to communicate with all levels of the organisation.
- Reliable, energetic, and enthusiastic.
- Ability to build and develop successful long-term relationships with clients, and other teams.
- Excellent task management skills, results orientated with a strong work ethic, and demonstrate an attention to detail.
- Flexible and friendly under pressure.
- Excellent Problem-solving Skills.
- Hold or be working towards a relevant safety qualification e.g., IOSH Managing Safely or NEBOSH General Certificate

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.

- The candidate will be expected to travel to Addenbrooke's and Harlow sites as part of this role

Line Manager <i>Signature</i>	
Print Name	
Date	

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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>	