

Job title	Head of Technical Services	Date March 2025
Reports to (title)	Account Director	
Contract/Department	AWE	Revision
Location	Aldermaston	

Job purpose

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

- To ensure the account is technically compliant at all times.
- To advise and guide the Account Director on all technical matters.
- To provide engineering leadership and assurance across the AWE Account to support the delivery of fully compliant and optimised asset management and maintenance delivery.
- To be an accountable member of the account Senior Leadership Team.
- To deliver engineering operational excellence through process improvements and innovation in order to satisfy Customer need and deliver profitable sustainable results.
- Direct and oversee cost centre P&L budgetary and expenditure.

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.

- Manage in full the cost centre P&L aspects with the finance manager.
- Lead on the delivery of the account compliance programme.
- Technical recruitment lead and advisor for wider EMCOR.
- 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.
- Technical lead for maintenance strategy advice and delivery.
- Support AWE 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.
- Provide technical consultancy as required by the Account Director.
- Technical innovation lead.
- Technical collaboration lead with client (monthly forums).
- Provide technical advice on new buildings/assets and act as the Interface with projects, Asset Management and Operations for new building / asset handover. Manage the gap analysis and Risk Register for technical risks (including reporting of and transfer to Customer where appropriate).
- Support the Account Director and the broader SLT in delivering EMCOR added value to AWE through KAM Principles.

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- Attend and contribute to EMCOR SLT management meetings.
- Provide cost centre updates, financial reports and ad-hoc report requirements as required by the Account Director.
- Contribute, support and Chair, when required, EMCOR led technical and management meetings.
- Deputise for the Account Director when required.
- 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.
- To comply with EMCOR UK's SSOW and HSW Policies and procedures at all times.
- To use Intelex to report any near misses or accidents and ensure actions are closed out prior to deadline.
- To complete x12 SCA per annum.
- Be an advocate of BTFLS and its principles.
- To ensure that performance is consistent and satisfactory.
- To ensure that you have the relevant skills and competencies to complete your job effectively.
- To implement team culture in line with the company culture.
- Successfully complete any training required.
- Succession planning for teams and individuals to encourage internal promotion.
- Be a there for life leader to the account and its staff.
- To establish a consistently positive working relationship with all clients and end users.
- To ensure an effective feedback mechanism is in place to allow clients feedback to be monitored and actions logged and closed out.
- To ensure all applicable processes are designed to ensure operational excellence; with waste reduced and value add increased.
- 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.
- To deliver your service in compliance with your allocated budget and manage the P&L for the cost centre.
- To satisfy all contract deliverables.
- To ensure KPIs and SLAs are passed so that EMCOR UK does not incur financial penalties.
- 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.
- Be organised and proactive at all times, ensuring that workload is prioritised and completed in line with management instruction

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.

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, manufacturing and high security environment.
- 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 highly regulated and demanding environments.
- 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 account development and long-term sustainable and profitable tenure.
- Must be able to attain DV Security clearance, desirable to hold presently.
- 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.

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- 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.
- Possess the ability to deliver a high level of written technical standards.
- 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.
- 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.
- A self-starter who is not afraid to challenge received wisdom and has the resilience to pursue legitimate business aims and objectives.
- During the course of 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 obtain and maintain required level of security clearance

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	