

<b>Job title</b>	Performance and Data Manager	March 2026
<b>Reports to (title)</b>	Account Manager	
<b>Contract/Department</b>	Sky Spaces	Revision 1.0
<b>Location</b>	Sky Campus, Osterley	

## Job purpose

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

The Performance and Data Manager will lead, manage and oversee the overarching performance of the account, in accordance with contractual requirements, KPIs and SLAs. The role will own the account data platform (One Data World), managing and monitoring data to ensure it is accurate, preparing monthly reports and data analysis to inform decision making. The role will also oversee the business continuity function and the ePermit system for the account.

## 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.

### Performance and Data

- Reporting to the Account Manager and in collaboration with the account senior leadership team, monitor performance levels across the account functions and service delivery teams, identifying any shortfalls and ensuring they are addressed in a timely fashion with the appropriate function owner.
- Take ownership, manage and maintain the account data platform One Data World (ODW) to ensure accurate, real-time information is available to the appropriate customers to maintain transparency, addressing any inaccuracies in a timely fashion.
- Evaluate and collate data for monthly, quarterly, annual reporting and business updates to the customer; attend customer forums and support the Account Manager to present data, ensuring documented action plans are implemented for any out of line situations; conduct adhoc reporting as requested.
- Conduct data analysis to establish trends, provide insights and inform decision making.
- Ensure delivery of an effective, efficient helpdesk service for the account, logging all reactive requests and scheduling planned and unplanned activities in accordance with the appropriate priorities, skills set and geographical location, tracking each task through successful completion, including all required remedial work and associated documentation.

- Oversee the account administration and support function, ensuring purchase orders are raised accurately and in a timely fashion for issue to Supply Chain Partners.

## **Compliance and Business Continuity Planning**

- Lead and oversee the account compliance; ensure EMCOR UK deliver services which are compliant to the needs of the customer, contract scope and meet regulatory standards (FDA/MHRA/HSE).
- Work in collaboration with the account team to ensure efficient and effective management systems of control are in place and maintained across the account.
- Ensure adherence to all governing legislation and accreditation (eg.9001, 14001 and 18001).
- Manage auditing and monitoring regimes associated with EMCOR UK and customer SSOW, SOPs, EOPs and other management systems.
- Prepare compliance update for the customer monthly report and high-level overviews for the quarterly and annual business reviews.
- Ensure all records are collated, maintained and available, to provide demonstrable evidence of compliance, particularly for statutory activities.
- Oversee the business continuity function for the account, ensuring plans are developed, reviewed and maintained in alignment with that of the customer and training is conducted at the appropriate intervals with all appropriate team members.
- Oversee the administration and delivery of the account ePermit system, ensuring all required checks, processes and procedures are in place and followed prior to permits being issued, including Authority to Access permits for third parties working on behalf of the customer.
- Support the Account Manager to maintain the account risk register to ensure all risks are raised, logged and managed in conjunction with the customer.

## **General**

- Develop, nurture and maintain collaborative relationships with customer stakeholders at all levels and particularly within the Sky Spaces team; promote this approach across the team, acting as the senior point of contact and interface with the customer team and wider stakeholders, managing and responding to any escalations in a timely fashion.
- Implement a culture of relationship management, team working, task ownership and accountability across the team, working with the wider EUK account team and supply chain partners.
- As part of the account senior leadership team, actively participate in the development of the account strategy, aligned with the customer core business drivers.
- Direct team members to deliver joint strategic objectives; effectively communicate strategies, deliverables and outputs, compile data and reports to demonstrate EMCOR UK support and contributions that meet objectives.
- Lead by example and behave consistently, in line with EMCOR UK's values.
- Foster and encourage a working environment that promotes a learning culture, consistent objectives and values, training, development and monitoring of performance.

- Conduct performance appraisals for team members and develop objectives aligned with account objectives, goals and targets and training plans; address shortfalls in performance in accordance with EMCOR UK HR procedures.
- Conduct succession planning for teams and individuals to encourage progression and internal promotion.
- Provide coaching and mentoring for team members as required.
- Successfully complete any training required within target timescales.
- Complete any other reasonable requests as instructed by the management and leadership teams.

## Resource responsibilities

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

- Direct line management responsibility for Compliance and BCP Manager, who has three team members
- Direct line management for Helpdesk Manager who has eight team members
- Responsible for the administration of CAFM related systems alongside the account Asset Manager (Agility), Site Assist for ePermits
- Liaison with Supply Chain Partners to organise and schedule work, issue purchase orders

## Person specification

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

### **Professional and Personal Requirements**

- Knowledge and experience of facilities management in practice and in complex environments.
- Extensive experience in senior functional leadership position delivering services in an FM capacity.
- An effective and progressive leader with experience of directing and developing multi-disciplined teams in demanding corporate 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 structures, service plans, culture and behaviours.
- Knowledge of BCMS standards such as ISO22301 advantageous.
- Understanding of legislation and industry standards and their practical application, as well as a working knowledge of other QHSEW issues.
- Knowledge and experience in the management and operation of a CAFM system.
- Experienced in managing, handling and analysing data.

# Job Description

- Competent in the use of IT applications i.e. Word, Excel and Power Point.

**Personal Requirements**

- Strong, natural leadership with the ability to inspire and bring out the best in others.
- Clear and confident communicator, able to engage diverse audiences using various formats.
- Customer-focused, with a strong ability to understand client needs and mobilise resources effectively.
- Energetic and enthusiastic, with a proactive approach to getting things done.
- Able to perform under pressure and meet tight deadlines.
- To be self-motivated and to be able to motivate others, to be reliable and to be able to act with responsibility.
- Demonstrate a leadership style that includes mentoring and coaching, to encourage the best performance from team members.
- Professional ambassador for EMCOR UK, maintaining strong relationships with customers, suppliers and partners.
- Excellent customer service skills including handling of issues and negotiation skills.
- Both verbal and written communication should be excellent.

## 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.

This role is part of a national account covering the UK and Ireland, so travel will be required. There is also an expectation for flexibility and overnight stays may sometimes be necessary (accommodation will be provided).

Confidential information will be accessed and handled as part of the role; no confidential or sensitive information should be shared with any unauthorised person at any time.

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

<b>Job Holder Signature</b>	
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# Job Description

<b>Print Name</b>	
<b>Date</b>	

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