

Job title	Facilities Manager - Tideway	Date 01/03/25
Reports to (title)	Senior Account Manager	
Contract/Department	Thames Water	Revision 1.0
Location	London	

Job purpose

Describe the overall purpose of the job in two or three sentences. Add your text below the pre-populated corporate wording.

Location: London

Working hours: 0800 - 1700, Monday - Friday

About EMCOR UK:

At EMCOR UK, we revolutionise facilities management by combining our engineering heritage and innovation capability. We prioritise people in everything we do, collaborating closely with our customers to understand all their needs, from the big picture to day-to-day operations. Our purpose is to “create a better world at work”. Using our unique insight platform, "One Data World," we harness data-driven intelligence to make informed decisions, adapting our services to meet our customers’ evolving requirements. This allows us to cultivate an enhanced workplace experience for their teams whilst optimising efficiency, meticulously managing every asset, and minimising their impact on the planet. All supported by our commitment to safety, compliance, and assurance. Our partnering approach empowers our customers to shape a better future. Whether guiding their path to net zero or redeveloping their facilities for enhanced efficiency, we create better places for work whilst taking away the burden of facility operations, freeing up our customers to concentrate on their business.

We are seeking a dynamic individual to lead and manage the mobilisation and day-to-day management of the Tideway Public Realm sites across London to ensure performance, business continuity, engagement, compliance and health & safety adherence.

The role will be part of the EMCOR UK Thames Water account senior leadership team (SLT), working alongside the wider account teams where you will collaborate with the relevant department heads to ensure we deliver a robust and forward-thinking service for a better world at work for our customers, colleagues and wider communities.

The primary activity will be to lead, mobilise and manage the new Public Realm sites go live program, working with the Thames Water Tideway Team to ensure a smooth transition.

You will be the primary Interface for all matters relating to the Tideway Public Realm sites, customers and supply chain partners, as well as championing change and new ways of working across the sites.

Promote and drive a strong safety culture across the account in accordance with EMCOR UK values and Be There for Life framework.

Be the point of escalation for all Tideway Public Realm matters.

With an emphasis on customer service, you will have great communications, negotiation & influencing skills and experience of managing stakeholders to develop a collaborative relationship.

Any other task reasonably requested from time to time.

There will be a need to travel across London on a daily basis to support the Public Realm sites and extended travel from time to time for example to attend management meetings, customer meetings and training.

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.

- Knowledge and experience of project management and facilities management
- Experience In stakeholder management and engagement
- Able to build, manage and maintain robust Internal and external customer and supply chain partner relationships
- Experience in managing hard and soft services
- Expert negotiations skills
- Proven ability to motivate, coach and develop others
- Experience in delivering and developing sustainable objectives
- Commercial awareness
- Strong presentation, and influencing skills
- Experience of mobilising and demobilising contracts
- Ability to lead and work in cross- functional teams, including line management experience
- Strong analytical skills
- Valid full driving licence
- A desire to think 'outside of the box' and confidence to challenge with the ability and focus to drive improvement with a 'can-do' attitude

Resource responsibilities

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

Line management responsibility.

Person specification

Describe the knowledge, skills, qualifications, personality, and experience required for the job. Add your text above the pre-populated corporate wording.

A strong Facilities Management and demonstrable experience in project management.

A certificate in IOSH/NEBOSH would be essential as well as IWFM level 4 qualification or above

A previous background dealing directly with the general public and managing stakeholder engagement.

A good working knowledge and experience of local council or local authority process and legislation.

At EMCOR UK, we embrace and celebrate diversity in all its forms.

Job Description

We welcome applicants from all backgrounds and experiences, regardless of age, race, gender, sexual orientation, religion, disability, or any other characteristic that makes you unique. We believe that a diverse and inclusive workforce fosters creativity, innovation, and better problem-solving.

We encourage applications from all candidates and are committed to providing equal opportunities for employment and growth, supported by our inclusive policies and practices.

Join us in our endeavour to build a culture of mutual respect and equity, a place where every voice is heard, and every individual is championed.

Join us in building a better world at work.

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.

Requirement to provide out of hours support for escalations and emergencies.

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>	