

Job Description

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| Job title | Project & MW Supervisor | Date: 06/09/2022 |
| Reports to (title) | Project & MW Manager | |
| Contract/Department | Thames Water | Revision: 2 |
| Location | London and Thames Valley Region | |
| Salary | | |

Job purpose

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

To source, lead and supervise multiple Projects and Minor Works across a highly regulated property portfolio within the Thames Water account, with much of the work taking place across London and Thames Valley. The main purpose of the role is to supervise the commercial, financial and client liaison aspects of the function as well as the overall project supervision of a £3m+ portfolio. Lead projects and minor works, overseeing and supervising a workforce to deliver multiple building service-related projects and programmes within allocated budgets and defined programmes. Support and participate in the wider EMCOR UK project portfolio approach as/if required.

Hands on project supervision, with time on tools as/if required.

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.

- Be responsible to the Projects & MW Manager for the P&L of the project work and to help manage direct project activities in order to maintain and improve the net profitability of the business.
- Proven experience in Project Management or Supervision with a relevant project management and H&S qualification e.g. (APMP, PMQ, PRINCE 2, MSP, IOSH Managing Safely, NEBOSH) or working towards.
- Proven ability to quote for works.
- Ability to complete and submit in depth and accurate tender submissions.
- Familiar with all statutory compliance processes and procedures such as CDM 2015, Building Regulations, British Standards, RIBA Stages and those set out within a specification.
- Represent the account in support of the Project & MW Manger, feeding into the account project function; ensure the Enquiry Management Tool is maintained with all opportunities, attend regular meetings to give updates, participate and support the overall project approach.
- Develop strong, collaborative relationships with client staff and their representatives applying Key Account Management principles in order to foster good working relationships at every level and optimise the commercial position of EMCOR UK.
- Prepare with the Project & MW Manager, an annual business plan and budget for the contracts' portfolio.
- Supervision of clients' forward capital plans; ensure these are sufficient and appropriate, fully maintained and delivered according to forecast delivery and set programs.

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- Supervision and management of the delivery of projects according to contractual standards, SLAs, and KPIs, with minimal penalties incurred.
- Carry out regular project reviews of P&L accountability, including progress of projects, quality, H&S, compliance, key milestones and relationships.
- Developing design proposals and specifications alongside the customer, design consultants (where employed separately) and the site Assurance Team.
- Ensure all proposed designs/work activities complies with customer's procedures and site standards.
- Ensure that all EMCOR UK quality control systems and procedures are implemented and maintained.
- Supervision and management of whole project process from conception to completion, including inspection of the work by the Customer, Assurance Team and other stakeholders, to ensure satisfactory completion, declaration of IOC, completion of any follow up work, submission of all associated records to the Assurance Team to obtain a certificate of completion.
- Ensure a comprehensive handover to operations on completion of projects, including the change management process and update of records and assets.
- Regularly review supply chain partners and ensure all EMCOR UK procurement processes and procedures are followed.
- Develop and maintain relationships with all the client's departments including those of the operational and FM teams.
- Ensure all processes and governance are fit for purpose and regularly reviewed.
- Take ownership of projects as/if required and provide support as and when required to operational resource, liaising with the wider operational team where required.
- Ensure that projects have suitable, qualified, and experienced operational resource in place.
- A good knowledge of Project Management services within the UK such as Civils; Fit Out; Life Cycle replacement, Welfare and Energy.
- An experienced leader of change with the ability to lead and direct others towards acceptance of new business ideas, methods and working practices.

Resource responsibilities

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

- Liaison with Project & MW Manager and Technical Manager to ensure compliant delivery of low-level project works.
- Ability and responsibility for accurately quoting works .
- Close management project costs.
- Liaison with the Supply Chain to ensure best value and high-quality delivery.

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Person specification

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

- A relevant project management and H&S qualification e.g. (APMP, PMQ, PRINCE 2, MSP, ISOSH Managing Safely, NEBOSH) or working towards.
- Good understanding of all statutory compliance processes and procedures such as CDM 2015, Building Regulations, British Standards, RIBA Stages and those set out within a specification.
- Demonstrable experience in management or supervision when delivering projects in highly regulated environments.
- Previous knowledge and experience of BIM advantageous.
- Ideally holds a minimum of 4 years HFM experience, and skilled in a relevant building services or engineering discipline.
- Ability to plan and organise their work effectively to meet changing environments and needs.
- Proven track record in successful delivery of multitask building services related projects.
- A driver of people and projects with very sound commercial and financial acumen, with a track record of achievement on complex accounts.
- Strategic and direct management or supervision of multiple subcontractors.
- Knowledge of health and safety legislation and safe working practices and competent in delivering projects compliant with Construction Design and Management Regulations.
- Demonstrable skills in dealing and working closely with internal and external customers, and suppliers on complex and interrelated issues on an ongoing basis.
- Demonstrate competency on project planning and time management; experienced in managing and delivering projects in accordance with NEC3 terms.
- Demonstrate financial and budget supervisory responsibility for projects.
- A strong leader with solid people management skills, able to communicate at all levels, both verbally and in writing.
- Able to build strong and collaborative relationships with key clients, and an ability to quickly grasp their needs to galvanise resources to satisfy clients demands, to support account development and long-term sustainable and profitable tenure.
- An ability to quickly grasp changing needs and the talent to translate these into operational reality.
- An ability to identify and drive through 'win-win' solutions, 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.
- Undertake Appointed Person training and duties as/if required, e.g. HVAP.
- Strong IT skills including standard MS programs (Excel, Word, Projects, Office 365, PowerPoint).
- Willingness to train, update and improve themselves for the benefit of the contract.
- Ability to think and react to immediate problems and issues without losing sight of or compromising long term goals.

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- High standard of personal integrity and professionalism with the adaptability to change.
- Deductive Reasoning - the ability to apply general rules to specific problems to produce answers that make sense.
- The ability to make decisions and solve problems - analysing information and evaluating results to choose the best solution and solve problems.

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.

- To undertake all duties and responsibilities, including relevant training and medicals, as deemed necessary for working within EMCOR UK.
- Be prepared to be on-call to provide response as part of the on call Rota.
- Deputise for Project & MW Manager as/if required.
- The role will be based across the London and Thames Valley region with participation and support of the regional project approach as/if required.

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

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|--------------------------------|--|
| Job Holder <i>Signature</i> | |
| Print Name | |
| Date | |

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