

Job Description

Job title	Service Manager	Date 27/03/2025
Reports to (title)	Operations Manager	
Contract/Department	3442 F&S	Revision 1
Location	Mobile (Premier House)	

Job purpose

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

Day-to-day operational control of contracts. To ensure profitability and growth of existing and new business within the Division through high-quality service to our customers within budgetary constraints and using EMCOR processes.

To provide support for first-line service, reactive maintenance and small works modifications comprising of both internal and external clients where required. You should have a good understanding of CCTV, access control, security systems, automatic fire, fire extinguishing and fire aspiration alarm systems.

Knowledge of working with large commercial clients, and with many different manufacturers will be an advantage.

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.

Supervise planned preventative maintenance activities, upgrades and system repairs and modifications in line with contract requirements.

Supervision of engineers/specialist subcontractors and the procurement of materials within the bounds of the existing EMCOR preferred supplier's framework.

Regular communication with the client on Key Point Indicators, and service level agreements. Assist with annual business plan, objectives and operational targets. Regularly reviewing actual performance figures and implementation of actions to ensure that financial targets are met.

Agree, regularly and undertake an annual performance appraisal, setting out and reviewing objectives for each operative under direct control.

Able to identify, initiate and effectively resolve any service delivery and key performance indicators issues for each contract under supervision.

Ensure that policies, procedures and standards are adhered to in order to maintain the integrity of the contract portfolio, with ongoing operational activities implemented as directed by Management.

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Regularly meet with customers in support of sustaining the value and quality of EMCOR's existing contractual business, responding effectively to contractual and commercial problems arising from contracts.

Assist the Service Centre in developing a clear plan for expanding and enhancing the value of EMCOR's business within the existing contracts.

Ensure accurate and timely invoicing of all contract-related works.

Production of monthly reports as dictated by Management to include reactive and planned works.

Production and upkeep of all the specified contract documentation.

Manage the Work in Progress effectively. No single work order is to be open longer than 90 days.

Supervision of all the health, safety, security, environmental and technical compliance issues that affect our customers and employees.

Partake in ensuring the call-out rota is in place and fully covered at all times, as well as escalation.

Assist the Service Centre with the welfare of all staff including identification of training requirements.

Ensure the company IMS System and EMCOR.net is used by all staff.

Must be prepared to carry out reasonable requests or instructions issued by Management to assist in the effective administration and management of the portfolio.

Ensure monthly engineer meetings are held and minutes taken.

Conduct engineer audits as per schedule.

Resource responsibilities

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

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The position will initially have 5 direct reports which could rise or decrease depending on contract scope.

You will have financial P&L responsibility for several contracts mainly in the South of England.

Person specification

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

- Must have Fire and Security knowledge/experience
- Technical expertise and qualification in a related engineering discipline.
- Smart presentable appearance and a good team player.
- Knowledge of key operational procedures (planned maintenance systems, quality and health and safety, Financial reporting).
- IT Literacy (Word, Excel and Outlook).
- Be self-motivated, flexible in approach to all duties and able to work on own initiative.
- Good sound knowledge and understanding of commercial and contractual issues.
- Valid Full driving licence.
- Requirement for UK wide travel if required.

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.

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

Job Holder <i>Signature</i>	
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Job Description

Print Name	
Date	

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