

Job title	Project Support and New Works Help Desk Manager	Date Aug 2024
Reports to (title)	Head of Projects/Projects Commercial manager	
Contract/Department	EMCOR UK, AWE Aldermaston	Revision 0
Location	AWE Aldermaston	

Job purpose

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

To manage & provide full administration support of the new works department , to include the new works help desk and governance processes and line management of New Works Admin Team .

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.

- To Effectively Manage and monitor the documentation , and process through the stage gates that apply to the project process. Upto Circa £18M annual total project Revenue
- To Manage the Project Admin Support team on all required admin support activities as required by New works Project Management team.
- Following Client enquiries and requests , Leading the triage process for planning , acceptance & implementation of New works and Projects .
- Maintaining full detailed records throughout the Gate stages from initial enquiry through to project delivery and task closure.
- Push back In Project enquiries to the client , when Triage deems the enquiry PCI is incomplete , full details on reason for Pushback to be supplied to client.
- Register and communicate acceptance of enquiry with the requester and register all details on New works gate stage process .
- To Manage the process for BCS and <25K LOL new works via support from Admin team as deemed necessary.
- To Provide summary reporting as required by Senior PMs Commercial manager and Head of Projects
- Managing Project documentation , to ensure all required documentation is completed



Job Description

Correctly , in Full and available via a structured record system .

- To Carry out and manage as required any admin tasks to support the overall delivery of the new works and Projects team in cost centre 3312 across AWE estate.
- The Role will require the attendance and active participation at a regular series and ad hoc meetings with the new works team, suppliers , clients and stakeholders , relating to individual Projects , overall programme's and addressing arising issues both internally and client facing
- Providing access and Data as required to support the programme & communications processes across the new works and projects portfolio
- To Support General Administration as required on an Ad hoc Basis in cost centre 3322
- To Manage and maintain New works Help desk functions as required .

Resource responsibilities

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

- responsible for overseeing tasks specifically but not limited to the Projects & New works Team.
- Responsible for understanding the basic financial values of individual projects and tasks to enable them to be triaged into the correct work streams / category's
- Responsible for the health and safety documentation of any Sub-Contractors associated with the delivery of projects & new works.



Person specification

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

- The ability to establish, implement and monitor high standards of excellence in areas of quality, safety, and operational performance.
- The position requires NVQ Level 3 or equivalent discipline related qualifications.
- The ability to demonstrate significant working knowledge of project disciplines, i.e Mechanical , Electrical and Building & Civil Engineering.
- Proven operational success and experience in the project delivery environment and quality assurance.
- The candidate must be articulate, numerate and IT literate.
- Have good people management, leadership, decision making and communication skills. Be resilient under pressure and be able to converse confidently with staff, suppliers, and customers at all levels.
- Excellent customer service
- Good temperament, polite and courteous.
- Smart presentable appearance.
- Adaptable and flexible approach.
- Must hold a full UK Driving License.
- The individual must be willing to undergo DV clearance.

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 be able to achieve and maintain UK Security Clearance status.

Line Manager Signature	
Print Name	
Date	



Job Description

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>	