

Job Description

Job title	Senior Technical Operations Manager	Date
Reports to (title)	Head Of Technical Operations	April 2024
Contract/Department	GSK	Revision
Location	Stevenage, Addenbrookes and Harlow	2

Job purpose

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

The senior technical operations manager provides exemplary leadership and management of our front-line maintenance and technical operations teams. As a senior business leader, they coach and mentor the team to safely and efficiently achieve business objectives, ensuring our staff grow in their roles and leverage strategic advantage. Working in close collaboration with our supporting business units, they strive to achieve world class, efficient and compliant service from our directly employed labour and competitively derived outsourced solutions.

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.

- Accountable for driving a psychological safety workforce culture, coaching direct reports to ensure our foundation and improvement initiatives are successfully delivered and positively reinforced.
- Responsible for ensuring account compliance against statutory, critical and GxP deliverables.
- Delivering exceptional stakeholder engagement, ensuring all client interface is conducted to a high professional standard at all levels in the operation.
- Building the client relationship, ensuring key stakeholders are engaged, informed and have confident in our ability to provide world class service.
- Accountable for the overview of team key performance indicators and service level agreements. Conducting reviews to ensure relevance and accuracy of such measures against evolving business models.
- Accountable for ensuring resilience planning is conducted for all areas of operations.
- Accountable for technical assurance of Operations Team staff competency across all spheres of influence.
- Provide a senior level conduit between Operations and internal / external stakeholders to ensure continuous improvement of our deliverables against the Site Information Pack.
- Assisting with development of strategic plans, including organisational structure modelling and relevant change programme related actions.
- Assuring suitable succession planning is in action across all functions in the operations teams.
- Responsible for the delivery and tactical implementation actions in line with strategic plans.
- Engaging with our Procurement team to manage the cost-effective and competitive procurement of all Technical Services in line with and influencing the approved supply chain.
- Deputise for the Head of Technical Operations when required.

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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 report responsibility for Technical Operations Managers and Technical Specialists Managers.
- Accountable for auditing of directly employed and contractor employed labour associated costs and efficiency against budget.
- Ensuring financial deliverables are efficiently approved through engagement with Client and Procurement and account financial controls.
- Responsibility for ensuring engineering maintenance documentation/records are audited and stored in clearly identified and retrievable system repositories.
- Ensuring quality of our facilities is maintained to the highest standards. Auditing service, maintenance quality and customer feedback to assure world class standards.

Person specification

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

- Degree / HND / HNC in Engineering, Building Services or other similar discipline and or a relevant level 5 professional institute qualification.
- Demonstrable experience (5+ Years) of leading teams in an Engineering / Facilities management environment (preferably in a highly regulated environment).
- NEBOSH National General Certificate or working towards.
- Excellent understanding and experience of workplace Safety management in a front line technical arena.
- Exceptional knowledge of relevant building services statutory regulations, codes of practice and quality control.
- Ability to maintain composure in a demanding, active and holistically client faced environment.

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 work on own initiative and be self-motivated
- Strong knowledge of Health, Safety and Environmental practices, able to interpret and deliver a safe working environment and compliance in accordance with EMCOR and client requirements.
- Collaborative team player, demonstrating lead from the front ethos.
- Proven experience with problem solving and conducting detailed root cause analysis.
- Experience of lean process improvement.
- Demonstrable evidence of leading change.

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

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

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