

Job Description

Job title	Fire & Security Supervisor	Date
Reports to (title)		
Contract/Department		Revision
Location		

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 the high quality service to our customers within budgetary restraints and using EMCOR processes.

To provide and support 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.

The role is for a working supervisor with a 70% bias towards working and 30% towards administration. The role will grow with the division and the aim will be for a non-working supervisor eventually.

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.

- Carry out and supervise planned preventative maintenance activities
- Upgrades and system repairs
- Modifications in line with contract requirements
- Supervision of engineers/specialist subcontractors
- 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 on-going operational activities implemented as directed by the Service Centre Manager.
- 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 Manager in order to develop a clear plan for expanding and enhancing the value of EMCOR's business within the existing contracts.
- Supervision of sub-contractors and the procurement of materials within bounds of existing EMCOR preferred supplier's framework.

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- Ensure accurate and timely invoicing of all contracts related works.
- Production of monthly reports as dictated by the Service Centre Manager 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 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 on the on call arrangement and ensure the call out roster is in place and fully covered at all times.
- Assist the Service Centre Manager with the welfare of all staff to include identification of training requirements.
- Ensure the company IMS System and EMCOR.net is used by all staff.
- Must be prepared to carry out reasonable request or instruction issued by the Contracts Manager in order to assist in the effective administration and management of the portfolio

Resource responsibilities

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

Person specification

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

- Must have Fire and Security knowledge/experience
- Extensive operational supervisory experience.
- Technical expertise and qualification in a Building Services related engineering discipline.
- Smart presentable appearance and a good team player.
- Knowledge of key operational procedures (planned maintenance systems, quality and health and safety, JDE and JDE Financial reporting).
- IT Literacy (Word, Excel and Project Management Tools).
- 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 license.

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>	
Print Name	
Date	

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