

Job Title: M&E Manager

Department: Technical Services (M&E)

Salary: £55,000 to £58,000 (plus company vehicle)

Reporting to: Director of Technical Services

Purpose of the Role: The M&E Manager will lead the Mechanical and Electrical department, overseeing contractors and internal teams to ensure the safe, compliant, and efficient delivery of M&E services. This role is ideal for an experienced electrician seeking progression into management or an established electrical manager with extensive hands-on experience. The successful candidate will demonstrate strong technical knowledge, leadership ability, and a passion for delivering excellence across all aspects of M&E operations.

A minimum of 15 years' experience as an electrician and 5 years' experience in an electrical management role is preferred. Fire alarm and AOV experience are essential.

The role supports Clear Safety's core values Safety First, Integrity, Professionalism, Dedication, Customer Centricity, and Innovation, ensuring they are embedded in all activities and decisions.

Hybrid Working

This is a hybrid role, with time split between home working, client offices, and Clear Safety's offices, depending on operational requirements.

Key Responsibilities

1. Leadership and Management

- Oversee the M&E department, managing 2 direct reports and supporting the wider team to deliver operational excellence.
- Provide day-to-day management of multiple contractors, ensuring work is completed safely, on time, and to a high standard.
- Lead regular performance reviews with contractors, providing feedback on delivery against KPIs and service expectations.
- Support team development through coaching, training, and knowledge sharing, ensuring technical competence and professional growth.
- Ensure all work aligns with Clear Safety's policies, client requirements, and statutory regulations.
- Maintain clear accountability within the team by setting defined objectives and measurable outcomes.

2. Operational Delivery

- Attend client meetings with contractors, acting as the technical lead and point of escalation for M&E matters.
- Conduct weekly on-site inspections to assess contractor performance, quality of work, and compliance with health and safety standards.
- Oversee the approval process for completed works, ensuring accuracy and adherence to specification.
- Manage and coordinate larger M&E projects, including planning, budgeting, and progress reporting.
- Collaborate closely with the Fire Safety Team to ensure seamless delivery where works overlap between disciplines.
- Provide technical advice and support to clients, internal teams, and other departments within Clear Safety.

3. **Client Engagement**

- Build and maintain strong, professional relationships with clients through transparent communication and proactive problem-solving.
- Attend and contribute to client review meetings, providing performance updates, progress reports, and improvement recommendations.
- Act as a trusted advisor, offering expert guidance on technical, regulatory, and safety matters within M&E operations.

4. **Health and Safety Compliance**

- Promote a proactive safety culture, ensuring the team adheres to Clear Safety's health and safety policies.
- Take personal responsibility for ensuring the work environment, whether remote, on-site, or in-office, is compliant, organised, and safe.
- Identify and report safety or safeguarding concerns promptly, contributing to a safe and supportive working environment.
- Identify and mitigate risks associated with M&E operations, implementing corrective actions promptly.
- Ensure all lone working is carried out safely and in accordance with Clear Safety procedures.
- Use the Safe Point device at all times when working alone, whether at home or on-site, and ensure all team members also use it consistently.

5. **Collaboration**

- Work in partnership with cross-functional teams to ensure coordinated delivery of multidisciplinary projects.
- Support the Director of Technical Services in strategic planning, departmental reporting, and resource allocation.

6. Business Impact and Strategy

- Ensure the department operates smoothly, delivering work on time and to the highest standard.
- Drive operational improvements by recommending and implementing changes to processes, policies, and systems.
- Align the team's efforts with Clear Safety's strategic goals, supporting the achievement of wider business objectives.
- Build cross-departmental relationships to promote collaborative working and a unified business approach.
- Prioritise tasks to maximise value to the business, balancing operational needs with team capacity.
- Continuously assess team members' skill sets, identifying areas for improvement and providing targeted development opportunities to enhance performance and expertise.

Qualifications

Essential	Preferred (Non-Essential)
Level 3 Diploma in Electrotechnical Installation	2396 Electrical Design qualification
Level 3 NVQ in Electrotechnical	
2391 Test and Inspection qualification	
Fire alarm system experience	
AOV (Automatic Opening Vent) experience	

Line Management

- Conduct regular one-to-one performance reviews and staff appraisals, supporting individual development and addressing performance gaps.
- Provide constructive feedback and create an environment where the team feels supported, motivated, and empowered to excel.
- Act as a deputy for the Director of Technical Services when required, ensuring continuity of leadership.
- Ensure the team is trained on Clear Safety policies, contracts, client requirements, and operational procedures.
- Develop and maintain training materials, supporting continuous professional development.
- Provide guidance, identify training needs, assign training courses, and actively support staff Continuing Professional Development (CPD).

- Lead the recruitment, training, and development of staff within the Technical Services (M&E) department, ensuring roles are clearly defined, responsibilities are effectively assigned, and staff performance is regularly reviewed.
- Build strong relationships and encourage collaboration by promoting knowledge sharing, actively contributing to discussions, and supporting team members to achieve their full potential.
- Set performance metrics and monitor progress, ensuring the team consistently meets targets.
- Conduct regular audits on valuation data accuracy and compliance.
- Provide clear instructions, objectives, and deadlines for delegated tasks, ensuring alignment and accountability.
- Support the development of team members through mentoring and clear progression planning.
- Promote an inclusive and supportive working environment where staff feel valued and motivated.
- Foster a positive working environment, motivate the Technical Services Team (M&E), and encourage them to work to their full potential.

Clear Safety Values

Safety First: Actively promote and uphold a strong safety culture within the team. Continuously monitor operations to ensure adherence to safety procedures, regulations, and best practices. Proactively identify and mitigate risks to ensure all tasks are completed safely and compliantly. Encourage open communication, allowing team members to raise safety concerns and contribute to improvements.

Integrity & Professionalism: Demonstrate honesty, transparency, and consistency in all supervisory and management responsibilities. Lead by example, upholding ethical standards and treating all team members, colleagues, and clients with fairness and respect. Ensure decisions are made objectively based on clear principles while maintaining confidentiality and professionalism. Hold yourself and others accountable for delivering high-quality work and maintaining Clear Safety's commitment to excellence.

Dedication: Show unwavering commitment to the development and success of the team through continuous support and guidance. Foster a collaborative environment where team members feel valued, motivated, and encouraged to take ownership of their work. Conduct regular one-to-ones, performance reviews, and coaching sessions to help individuals grow and improve. Recognise and celebrate achievements while proactively addressing challenges to maintain a high-performing team.

Customer Centricity: Ensure that customer needs and expectations are at the forefront of all decision-making and service delivery. Build and maintain strong relationships with clients by being proactive, responsive, and solution oriented. Ensure all interactions are handled with

professionalism and efficiency. Regularly seek feedback from clients and team members to identify areas for improvement and maintain high service levels.

Innovation: Encourage continuous improvement by identifying and implementing new ways to enhance processes, efficiency, and service quality. Promote a culture where team members feel confident sharing ideas and exploring creative solutions to challenges. Stay informed about industry advancements and best practices, integrating relevant innovations into daily operations. Strive to streamline workflows, optimise resource allocation, and leverage technology to improve team operations and client service.

This Role Requires

A proactive, knowledgeable, and hands-on leader with exceptional technical expertise in electrical systems and building services. The ideal candidate will have strong organisational and communication skills, the ability to manage multiple priorities, and a keen eye for detail. They will demonstrate confidence in decision-making, a collaborative approach to problem-solving, and a deep understanding of M&E compliance, fire alarm systems, and AOVs.

This position requires flexibility to work across multiple sites, a commitment to maintaining high safety standards, and the capability to represent Clear Safety in client meetings with professionalism and credibility. The successful candidate will be driven, reliable, and passionate about developing both people and processes to achieve operational excellence.

Reference: JD-21: M&E Manager – Appendix

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