

Technical Services Operations Manager



Function:	Technical Services
Job:	Technical Services Operations Manager – Colchester Garrison PFI
Position:	Engineering Manager 3
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Contract Director
Additional reporting line to:	
Position location:	Merville Barracks, Colchester

1. Purpose of the Job – State concisely the aim of the job.

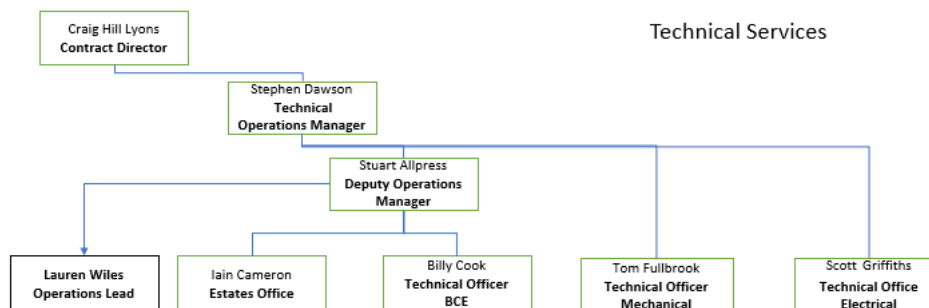
Reporting to the Contract Director, you will be leading a team responsible for the front-line management of the day-to-day delivery of FM services to a PFI Contract at Merville Barracks, Colchester, Essex. This will encompass all aspects of FM included within the contracted SLAs, including the management of in-house and outsourced resources to deliver hard FM services. This includes the effective management and delivery of planned preventative and reactive maintenance programme, responding to the client's lifecycle project needs, and ensuring continuous improvement and financial performance within agreed budgets.

The Technical Services Operations Manager will have financial responsibility for performance of the Hard FM contract and take an active role in ensuring PMS deductions and unavailability penalties are kept to a minimum.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY21:	£9.3M			

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Performance standards and Monitoring Arrangements (SFG20).
- Management of Sub Contractors & Specialist Services (Permit to Work / WAF Process).
- Financial Budgets.
- Lifecycle Programme / expenditure
- Delivery of all statutory / non statutory PPM's

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Manage the delivery of all processes, systems and technical resources to deliver services in a safe and effective way, ensuring the timely execution and completion of all works and other tasks relating to the contract deliverables.
- Ensure the management and control of the Safe Systems of Work and the monitoring of those systems is in place and meets the requirements of all aspects of the works undertaken.
- To liaise with and report performance to all stakeholders, both internal and external.
- Display commercial acumen to ensure that the contract is being delivered within the commercial and legal terms and conditions of the project agreement.
- Ensure the technical services management team take responsibility for the planning, procurement and management of Lifecycle works and projects that may arise and the timely preparation of plans in support of the management of the RMPA (Client) lifecycle fund.
- Ensure the control and management of record keeping e.g.: O&M manuals /drawings and contract management plans
- Liaise with all stakeholders to ensure that all Civil & Structural engineering, M&E and Soft FM delivery are considered throughout and infrastructure project.
- Build solid relationship with SPV Manager to ensure Sodexo's interests are protected.
- Provide strategic input into the contract operational risk management process as well as implementing Sodexo risk management techniques and processes to minimize the risk to Sodexo and their client.
- Have a broad understanding of all Sodexo risk, reporting and governance processes; ensuring compliance with all Sodexo, client and on-site policies and procedures/systems and statutory regulations and ensure that licenses and qualifications are met, retained and consequences managed appropriately.
- Ensure that statutory compliance and maintenance is delivered in line with contractual outputs and industry best practice (e.g.: SFG20)
- Attend meetings with Stakeholders to monitor and improve service delivery.
- Provide technical advice as required across the department, notably in relation to capital project planning and management of incidents and resultant remedial action plans.
- Lead in all key contract matters and performance criteria and review and advise the Contract SLT on performance and deductions.
- Lead the management team and ensure that all colleagues across the contract are managed in accordance with Sodexo HR policies and guidance.
- Ensure the Site Team remember that they represent Sodexo and their manner must always be courteous and professional.
- Ensure delivery of efficient labor resource utilization in line with productivity models and Kronos resource planners.
- Undertake strategic resourcing reviews and succession planning in order to maintain operational effectiveness
- Ensure the contract is delivered to agreed budgetary parameters and manage monthly financial commitments, and maximise revenues and optimise overall expenditure across the contract.
- Ensure compliance with Sodexo's nominated supplier policies.
- Continuously seek ways to enhance service delivery quality through innovation and cost efficiency by monitoring performance against industry standards and help deliver RMPA's and DIO's sustainability agendas.
- Promote Sodexo and the employer of choice, internally and externally, adhering to Sodexo's recruitment policies and raise the profile of Sodexo in local communities and with our stakeholder populations.
- Ensure the Health and safety and wellbeing of all Sodexo colleagues, residents and visitors to camp.
- Live the Sodexo values and promote brand standards as a brand ambassador.

- Drive all aspects of service excellence across the business area including brand integrity, quality, compliance, Sodexo' corporate social responsibility and service standards
- Work with Commercial and Procurement Teams to ensure that all works are undertaken by the most cost-effective manner using either self-delivery or suppliers.
- Manage Service Partners and suppliers in conjunction with contract documents and client requirements.
- Encourage, motivate & develop site-based teams, monitor progress, undertake performance reviews.
- Maintain FM management systems for site-based operations to ensure that jobs are appropriately logged and reported.
- Assisting with resourcing and managing project works including, but not limited to, equipment upgrades and building and M&E asset replacements.
- Ensure the cultivation of innovation and best practice and share across the wider business unit.
- Be available to respond and deal with any incidents that occur during out of normal hours emergency situations as part of a staff on-call rota system, along with being obtainable via phone 24/7.
- Overall responsibility for the operation of the Permit to Work system
- To work Segment Technical lead in the development of regional and segment initiatives

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Maintain and improve Stakeholder relationships
- Completion of all activities to contractual timescales
- Minimal levels of Performance / Unavailability deductions
- Financial performance in line with or better than budgetary forecasts

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- Degree education (or equivalent qualification)
- Previous experience of management of FM Contracts and influencing change where required, along with customer facing attitude and excellent team building / people management skills
- Have experience in coaching and influencing teams
- Detailed understanding of Mechanical building services, their design, operation and maintenance.
- Services management experience of people and commercial issues
- Must satisfy the Garrison security requirements
- Good communication skills with the mental agility to 'think on feet' and provide convincing practical solutions
- Good "people-management" skills
- Strong analytical skills with a strong bias towards commercial management
- Intelligent approach to performance monitoring including relevant experience
- Well-developed co-ordination skills
- Proficient IT skills, including Excel, Word & Microsoft office
- Available to respond to out of normal hours emergency situations

Desirable

- Professional Member of IWFM
- Qualified to ONC/HNC standard in Mechanical or Electrical Engineering/Building Services
- Preferably NEBOSH Qualified
- Previous experience within the PFI arena
- Knowledge of current legislation and statutory requirements, H&S legislation, COSHH, DSEAR, CDM and experience of working to ISO 9001, 14001 and 18001 or similar quality system

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- Growth, Client and Customer satisfaction, quality of services provided
- Brand Notoriety
- Rigorous management of results
- Innovation and Change
- Leadership and people management

9. Management Approval – To be completed by document owner

Version	2024.01	Date	21/05/2024
Document Owner	Leighann Wordley		