

# Job Description: Assistant Facilities & Workplace Experience Manager

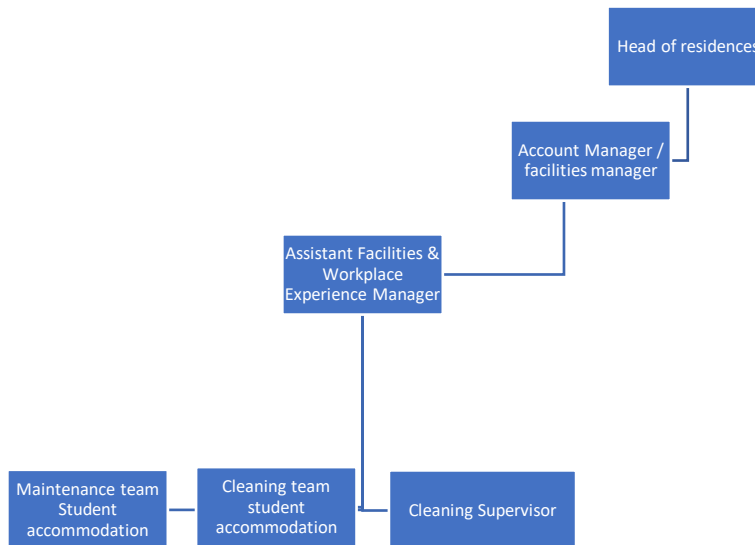


Function:	Universities
Job:	Assistant Facilities and Workplace Experience Manager
Position:	
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	PFI account manager with a dotted line to Head of Residencies
Additional reporting line to:	Deputy facilities Manager
Position location:	University of Greenwich Medway campus, but flexible to cover other campuses as and when required.

<p><b>1. Purpose of the Job</b> – State concisely the aim of the job.</p> <ul style="list-style-type: none"> <li>To lead a diverse team to provide a proactive high-quality IFM services across the campus, including student accommodation and the academic estate.</li> <li>To deliver exemplar IFM services that comply with the contract SLA and KPI's.</li> <li>Role model Sodexo managerial behaviours, be highly flexible in your approach to ensure that Sodexo's services are delivered in line with the university's values and vision.</li> <li>Working closely with Sodexo management and University Estates team to ensure Sodexo's services lines are delivered in line with the university's values and vision.</li> </ul>
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<p><b>2. Dimensions</b> – Point out the main figures/indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.</p>				
Scope	350-bed student accommodation	Measured by	Relevant trading period deadlines	External & and internal audits
	Account trading		Deep cleans	Documentation/ Records
	Compliance			
<p><b>Additional Dimensions</b> – Point out the main figures/indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.</p>				
Accommodation	Health and Safety	Systems	CAFM ( QFM )	Kronos & UDC
	CDM regulations		E-Profit	SOTERWEB
	Reception Services			
	Medway PFI			
Characteristics	This is a hands-on role that will involve personal input and action within all facility functions			

**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.

- Lead and motivate a team of cleaners and porters to ensure they are working to clear objectives and to a clear strategy.
- Control the deployment of labour and the consumption of materials and consumables.
- Deliver high quality, timely, responsive, cost-effective, and pro-active services that meets the needs of our service users and ensure Periodic PPM Schedules are up to date and completed.
- Seek to raise standards, improve service quality and develop innovative service solutions, by close performance measurement of all people within your team.

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

- Ensure a high-quality cleaning service is delivered in an efficient and effective manner, managing costs at all times.
- Manage a Cleaning service budget; identifying and implementing cost saving opportunities, including ensuring that the budget is positively managed and meets forecast expectations. Report monthly on all expenditure within your operational remit and provide solutions and mitigations to overcome any overspending across the service lines under your management.
- Effective leadership of the team, including daily performance measurement, annual appraisals with frequent reviews on performance.

- Manage the appraisal process of the team to ensure all people are offered the opportunity of a quality appraisal in line with the Sodexo goals and vision.
- Maintain effective, meaningful, positive, & clear communication with management, clients and stakeholders.
- Manage the controlled issue of cleaning materials, consumables, and equipment.
- Manage third party sub-contractors e.g. pest control, window cleaning, washroom services and support with performance management.
- Develop relationships with core suppliers and Sodexo support functions to improve and develop service delivery.
- Develop and implement a training programme for the teams under your management in-line with personal development plans and business needs.
- Proactively manage the team, to include absence management, and under performance ensuring that all HR processes are followed in line with Company Policy and procedures.
- To be the E-ProphIT administrator for the site ensuring weekly returns are submitted promptly.
- Complete the Cash payment Trading Summary, input and accept invoices onto the EprophIT system request subsequent credit notes, and complete stock and cash transfers between the accounts as required.
- Complete the input of stock take in line with trading periods ensuring it is checked and signed off by the relevant manager.
- Ensure invoices are appropriately checked against delivery or delivery notes and authorized by the relevant manager before processing.
- Carry out weekly huddles and monthly team meetings to discuss business and contract updates, H+S, Service Delivery issues, KPI data, client feedback and have open discussions.
- Accurately managing employee payroll via Kronos and UDC, updating the system with exceptions and staff absences.
- Manage and develop a programme of service monitoring and auditing and develop and manage action plans to rectify procedural failures.
- Review available data from activity reports, benchmarks etc. to develop and implement service improvements
- Develop local policies and procedures to improve service delivery and manage the implementation of these
- Use reward and recognition tools to improve and maintain the engagement of the employee workforce.
- Manage a fair and compliant recruitment process to ensure that vacancies are filled in a timely manner.
- Induct employees fully and manage the probation review process with all employees.
- Ensure tracking and recording "right to work" documentation for all starters as required.

**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.

**Leadership and people**

The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will support their line manager to drive employee engagement and team performance. This will include effective communication and the application of Sodexo HR policies and procedures as directed by their line manager.

**Risk, governance and compliance**

The role holder will ensure that these processes are fully applied, complied with and adhered to within their assigned operational business area.

**Relationship management client and team**

The role holder is responsible developing and maintaining good business relationships with clients and customers. The role holder must seek to resolve any concerns or complaints raised and escalate to their line manager as appropriate.

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

- Minimum 3 years management experience of a diverse workforce
- Minimum 3 years' experience working in FM
- Confident in using Microsoft office suite.
- Experienced in compiling performance reports and competent in presenting to management.
- Experience of using time management and payroll applications, including resource planning
- Extensive experience of COSHH regulations
- Have a good understanding of risk assessments and safe systems of work.
- Experience of preparing for internal and external FM audits
- Implementation of innovation and improvement projects
- Compilation of financial tracking and record keeping
- Confident at building client and stakeholder relationships

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

<ul style="list-style-type: none"> <li>▪ Growth, Client &amp; Customer Satisfaction / Quality of Services provided</li> </ul>	<ul style="list-style-type: none"> <li>▪ Leadership &amp; People Management</li> </ul>
<ul style="list-style-type: none"> <li>▪ Brand Notoriety</li> </ul>	<ul style="list-style-type: none"> <li>▪ Employee Engagement</li> </ul>
<ul style="list-style-type: none"> <li>▪ Learning and Development</li> </ul>	<ul style="list-style-type: none"> <li>▪ HR Service Delivery</li> </ul>

**9. Management Approval** – To be completed by document owner

Version		Date	
Document Owner			