

PPP Grangegorman Facilities Manager – Role Profile

Role Purpose: To support and work closely with all PPP stakeholders and to manage day-to-day operational issues and the on-site hard & soft service delivery team.

Reports to: PPP Contract Manager

Context: This role is to manage the PPP on-site service delivery team (hard & soft services), to ensure compliance with all contractual obligations, to ensure consistent communication in terms of process, to provide leadership and instruction to the on-site teams, maintenance reporting, contractor engagement, lifecycle process management, contractual reporting and personal development.

Dimensions - Responsible for: The on-site service delivery team (hard & soft services) and the effective management and delivery of planned preventative maintenance programs and lifecycle programs. Responding to the 'reactive' needs of the client in line with contractual obligations.

KEY ACCOUNTABILITIES	PERFORMANCE MEASURES
<u>Operations Management</u> - Manage the day-to-day operational issues in all service lines - Manage the on-site service delivery team - The scoping of works and verification of all Minor Works - Provide support with the PPM schedules - Management of the SSOW permitting system - Ownership of Toolbox Talks, Safety Walks and Near Miss reporting - To manage the time keeping and payroll duties of the Hard & Soft Services Team - Ownership of the Events set up, supporting the Caretaking Team	User feedback Targets met On budget
<u>Administration</u> - Ensure files and records pertaining to managed contracts and projects are kept in an orderly manner and up to date - Coordinate and manage all site inductions - To compile ad hoc reports as required - To take ownership of the materials ordering process - To be operational point of contact for all on-site issues - Any other Admin task as requested	Team Feedback Timelines met
<u>Projects</u> Undertake projects as allocated. Ensure such projects are delivered on time, to budget and meet agreed specification/requirement.	Project deliverables met Feedback
<u>Continual Improvement and Innovation</u> - Must subscribe to the Clients continual improvement / innovation strategy. - Work with all stakeholders to support and develop improvement strategies on both performance and cost reduction ensuring best practise.	Quarterly improvement strategies. Are they effective? Measurement of best practise?
<u>Health and Safety</u> Ensure all areas always comply with the relevant regulations such as Health and safety at Work Act etc.	
<u>Budgets</u> Monitor remedials	Monitor and control spend. Submit budgets on time. Benchmarking
<u>Team</u> - Work closely with all stakeholders to promote and maintain good customer service - Manage the on site team to effectively deliver all services	
<u>Communications</u>	Staff feedback

▪ Contribute to internal and external communications ▪ Maintain communication with the client, visitors, and the team.	Customer feedback
	User feedback
Competencies	Key Tasks
Level A • Relationship Management • Leadership • Resilience • Impact and Influence • Working with others • Planning and Organisation • Results Orientation • Financial and Business awareness • Analysis and decision making • Continuous improvement	• To support the administration of the PPP contract. • Understand the need to drive service delivery and performance. • Develop beneficial internal/external relationships • Produce, prepare and issue reports in a Word Excel or PDF format • Monitor operational deadlines and complete the appropriate follow up to ensure success • Maintain and update annual lifecycle plans and actual costings. • Resolve issues by liaising with relevant Management and site FM teams • Ensure safe systems of work is adhered to at all times • To adhere to Sodexo's policies and procedures • To develop knowledge of in house management system • This document is not exhaustive, additional responsibilities and ad hoc duties may be added as required
Personal Qualities: ▪ Strong "people management" skills. ▪ Strong contract and commercial management experience, with experience in a client-facing role. ▪ Good communication skills with the mental agility to "think on your feet" and provide solutions. ▪ Intelligent approach to performance monitoring. • Proficient IT skills, including Excel, Work and MS office. • Understand and thrive on working in a customer focused environment ▪ This role requires a high level of attention to detail coupled with an ability to do things at pace without loss of accuracy	
Qualifications: ▪ An understanding of basic technical aspects of FM Services (hard & soft) ▪ Customer facing attitude and excellent team building, people management and leadership skills. ▪ Capacity to understand and interpret commercial contracts.	

▪ Excellent communication skills, must be able to demonstrate effective verbal and written communication ▪ Financial acumen. ▪ PC literate, an intermediate knowledge of Microsoft products is essential (Word, Excel, Outlook) ▪ Very strong communication skills. ▪ Previous FM management / coordination experience	
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