

sodexo
QUALITY OF LIFE SERVICES

Function:	Universities
Job:	Assistant Facilities and Workplace Experience Manager
Position:	
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Service Delivery Manager
Additional reporting line to:	NA
Position location:	University of Medway Campus, but flexible to cover other campuses as and when required.

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

- To lead a diverse team to provide proactive high-quality IFM services across the campus.
- To deliver exemplar IFM services that comply with the contract SLA and KPI's.
- 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.
- To seek to continuously improve contractual compliance through regular checks and auditing, through monitoring of internal operations and management of sub-contractor performance.
- To assist the campus FM with managing a broad range of services including (but not limited to) hard services, cleaning, business support, security, pest control & grounds maintenance.

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 FY24:		EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc						
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics Add point									

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 large team of Sodexo cleaners, business support operatives and engineers 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 service is delivered in an efficient and effective manner, managing costs at all times.
- Manage a service budget including labour, consumables and materials 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. To 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.
- Management of sub-contractors examples (but not limited to) access control, lifts, building fabric, 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.
- 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.

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
- Must hold working knowledge of a broad range of FM services including hard & soft FM delivery
- Minimum 3 years' experience working in FM, ideally hold IWFM level 4 diploma.
- Confident in using Microsoft office suite.
- Confident at compiling performance reports and articulating the data to senior managers
- Experienced in compiling performance reports and competent in presenting to management.
- Experience of using time management and payroll applications, including resource planning
- 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
- P&L management

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

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ Leadership & People Management
■ Brand Notoriety	■ Employee Engagement
■ Learning and Development	■ HR Service Delivery

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			