

Job Description:
Technology and Systems Coordinator

(Smart Building Services)

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| Function: | FM |
| Job:  | **FM Technology and Systems Coordinator (Smart Building Services)** |
| Position:  |  |
| Job holder: |  |
| Date (in job since): | 06/05/2025 |
| Immediate manager (N+1 Job title and name): | Ryan Whitfield  |
| Additional reporting line to: | Laurence Hodge / Marta Nowe (David Philips) |
| Position location: | GSK HQ  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| As a technology and systems (coordinator/manager) be responsible for smart building technology and operational tech systems.Key responsibilities:* Smart building strategy, creation and delivery
* loT operational technology ownership
* Data and insight analysis, reporting and solutioning
* System tech superuser (AV and special AV systems, smart lockers, Moodsonic, Appspace, Maximo, Service Now,SensioAir)
* Collaboration and support (BMS, lightning, AV operations, Orangery technology oversight)
* SOP creation, training and integration for all new smart building services and innovations.

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| 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 FY??: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | Tbc |
| Cash conversion: | tbc |
| **Characteristics:*** Deep knowledge of loT systems, building automation, and operational integration.
* Proven experience in facilities technology, smart building, and workplace systems.
* Familiarity with platforms such as Maximo, ServiceNow, AppSpace.
* Cyber security awareness related to operational technology.
* Ability to clearly communicate with teams from a variety of backgrounds, countries, and cultures.
* Capable of delivering project compliance and understanding the relevant regulations, including the ability to follow Sodexo’s and the Client’ local site policies and HSE procedures.
* Take ownership of smart building systems, ensuring full integration with the whole of FM services, aligning with the contract needs.
* Highly motivated and demonstrating a “can do” and “hands on” attitude.
* Ability to work independently and self-manage as well as being a team player.
* Good oral and written communication skills as well as excellent presentation skills with ability to conduct presentations to groups.
* Strong relationship building and excellent interpersonal skills.
* Exceptional professional client relationship and people management skills.
* Excellent communication, influencing and facilitation skills.
* English language at work level as a minimum; other languages is a plus.
* Experienced user of MS Office toolset (Word, Excel, and PowerPoint). (to add more?)
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| 3. Organization 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. |
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| **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. |
| * Integrating and analysing diverse data sources: navigate a variety of data streams and technologies, including loT sensors, AV systems, smart lockers, and others to provide insights for decision- making.
* Enhance Building Performance: Implement innovative smart building technologies to improve energy efficiency, occupant comfort, and overall building performance.
* Stakeholder Engagement: Collaborate with internal and external stakeholders, including clients, vendors, and cross-functional teams, to ensure successful project outcomes and continuous improvement.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Implement processes and PM key value drivers.**  * Implement processes and key value drivers for Smart Building Services, ensuring consistent and robust outputs.
* Implement, adapt, and continuously improve Smart Building frameworks and their application. Ensure both Sodexo and the clients values the transformation project and project outcomes.
* Deploy, adapt, refresh, and continuously improve services and service elements to meet local requirements (SOPs, equipment, costing models) within defined parameters.
* Provide project ownership to deliver programs within set timescales, establishing robust program governance and promoting PM standards and best practices.
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| 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. |
| As a Project Owner on Smart Building Services, you can expect to:* Establish the Smart Building Framework:
	+ Ensure the standardization of FM operations by maintaining onsite documentation such as Work Assignments, Routine, and Periodic Maintenance schedules.
* IoT Provider Coordination:
	+ Connect and coordinate with third-party IoT providers to integrate smart building technologies.
* Supplier Evaluation:
	+ Collaborate with Sodexo Supply Chain to evaluate third-party IoT suppliers regarding scale, cost, installation support, systems, and device support.
* Data Quality Supervision:
	+ Monitor, track, and improve data quality for smart building systems.
* Training and Support:
	+ Train Sodexo users and FM System Administrators on internal processes. Act as a support for any operational issues.
	+ Act as a Subject Matter Expert for the use of IoT solutions (e.g., MyDevices services/products) across various facility management functions.
* Change Management:
	+ Inform account leadership on project status and results.
	+ Provide follow-up dashboards to all stakeholders.
	+ Ensure the project can be deployed based on the service delivery model in the contract and obtain approval from account leadership on initial investment and ROI.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Degree qualified.
* Demonstrated experience on Service or Operational transformation.
* Strong technical & analytical experience, Operational Standards, and tools requirements.
* Strong work ethics and an understanding of corporate requirements and processes.
* Strong professional business acumen to ensure all client relationship improvement initiatives are professionally defined measured, implemented, and controlled.
* High level of business case presentation and communication skills to achieve positive client relationship outcomes.
* Minimum 5 years’ experience in relevant roles.
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| Customer Focus | Courage |
| Drives results | Business Insight |
| Collaborates effectively with teams | Ensures accountability |
|  Professional conduct  |  |
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| 9. Management Approval – To be completed by document owner |
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| **Version** | V01.0 | **Date** | May 2025 |
| **Document Owner** | Elaine Batho  |

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