Job Description:
Service Delivery Coordinator

Function:	Government and Energy UK & Ireland, Agencies & Property Professional Services
Position:	Service Delivery Coordinator (SDC)
Position holder:	
Date (in post since):	
Immediate manager	Facilities Manager
Additional reporting line to:	Works Programme Manager
Position location:	HMRC West – Dedicated Site-Based Location

1. Purpose

The Service Delivery Coordinator provides integrated administrative, operational, commercial and compliance support across Hard and Soft Facilities Management services within the HMRC West contract. The role coordinates key processes supporting maintenance, projects and day-to-day site operations, helping ensure safe, compliant and efficient service delivery.

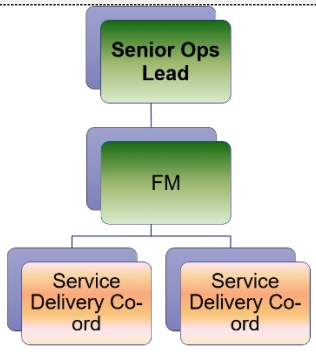
Acting as a central point of coordination between site management, operational teams, suppliers, contractors and client stakeholders, the post holder maintains accurate, auditable records and timely reporting. This includes supporting work orders, quotations, purchasing, invoicing, billable works, workforce administration and document control in line with contractual, statutory and Sodexo requirements.

Through effective coordination, financial administration and governance, the role supports informed decision-making, operational resilience, service continuity and contract performance.

2. Dimensions

Revenue FY27:	€16.5 pa	Region Workforce: Arty Shaw	HR Region: Sean Chapman
Characteristics	▪ HMRC West Total Facilities Management (TFM), delivering Hard and Soft FM services across a geographically dispersed portfolio of HMRC properties. ▪ Contract Length: 5 + 3 + 1 + 1 ▪ Headcount: c. 400 colleagues		

3. Organisation chart



Subject to Consultation

4. Context and main issues

- The HMRC West contract operates across multiple sites, delivering Hard and Soft FM services alongside projects and billable works. The Service Delivery Coordinator supports these activities through consistent administration and coordination, working to Sodexo procedures, contractual obligations and client expectations.
- The role requires effective prioritisation in a fast-paced environment, balancing competing deadlines and stakeholder needs while supporting service continuity and providing cover across administrative functions.
- Key challenges include progressing quotations and work orders promptly, monitoring service levels, coordinating suppliers and maintaining accurate, auditable operational, commercial and financial records. Workforce and payroll administration must also be completed accurately and within agreed timescales.
- Maintaining complete, accessible documentation is essential to meeting document management system (DMS), HR, training, statutory and audit requirements. The role helps strengthen governance, reduce delays and improve communication and consistency across the contract.

5. Main assignments

Work Order Administration

- Create, update, track and close work orders within Maximo, ensuring records and supporting documentation are accurate, complete and auditable.
- Monitor work order progress against agreed service level agreements (SLAs), highlighting ageing work orders and escalating overdue actions.
- Coordinate updates with operational teams and contractors to support timely completion, closure and handover.

Quotations Administration

- Administer Requests for Quotations (RFQs), coordinating supplier submissions and maintaining accurate quotation records.
- Track quotation progress, approvals and turnaround times, following up outstanding actions and escalating delays.
- Ensure quotations and supporting documentation meet contractual requirements and remain accessible for review and audit.

Procurement, Financial & Commercial Administration

- Raise and maintain purchase orders and process goods receipts in accordance with company procedures and delegated authority.
- Track approved quotation values, costs, purchase orders and supplier invoices for billable and non-billable works.
- Liaise with suppliers and internal teams to resolve purchasing, goods receipting and invoice queries.
- Maintain financial trackers and supporting evidence, assisting with reconciliation, monthly reporting and commercial controls.

Governance, Compliance & Document Control

- Maintain accurate, complete and accessible operational, project and compliance records in accordance with DMS, SharePoint and document control requirements.
- Maintain version control, action logs and governance trackers, following up outstanding information and actions.
- Support statutory, contractual and company compliance processes, including internal and external audits.
- Identify and escalate missing documentation, record discrepancies and potential compliance gaps to the appropriate manager.

Reporting & Data Management

- Prepare daily, weekly and monthly reports, dashboards and management or client reporting packs within agreed timescales.
- Maintain data accuracy and consistency across Maximo, UKG Pro, SharePoint and other approved business systems.
- Review data to identify trends, overdue activities and potential performance issues, highlighting findings to management.

Subject to Consultation

Projects & Billable Works Support

- Provide administrative support throughout project mobilisation, delivery and completion.
- Coordinate meetings, site visits and communications with contractors, operational teams and other stakeholders.
- Track project actions, milestones and dependencies, escalating delays or outstanding requirements.
- Compile and maintain project records, completion packs and handover documentation.

Workforce Administration & Payroll Support

- Maintain accurate workforce records and support onboarding, inductions, transfers and leaver processes.
- Administer UKG Pro, monitor timecards, absence and attendance records, and follow up discrepancies with managers.
- Prepare and coordinate payroll inputs and support timely manager review and sign-off in line with company deadlines.
- Support rota administration and workforce scheduling, maintaining training, competency and HR compliance records.
- Handle employee information confidentially and in accordance with company procedures and data protection requirements.

Site Coordination & Stakeholder Support

- Act as a central point of contact for administrative enquiries, providing timely updates and effective coordination between site teams, HMRC stakeholders, suppliers and contractors.
- Coordinate contractor attendance, access arrangements and supporting documentation in line with site security and vetting requirements.
- Provide administrative support to Facilities Managers, Project Managers and Hard and Soft FM operational teams.
- Coordinate meetings, record actions and follow up agreed activities.
- Provide cross-cover across administrative functions and sites as required, supporting business continuity, consistent processes and operational improvement.

This list is not exhaustive, and the post holder will be expected to carry out other reasonable duties from time to time as requested by management.

6. Accountabilities

- Maintaining accurate, complete and auditable records across Maximo, UKG Pro, SharePoint and other approved business systems.
- Ensuring timely administration, tracking and escalation of work orders, quotations, lifecycle activities, projects and billable works against agreed deadlines and service requirements.
- Maintaining accurate purchasing, goods receipting, invoice and commercial records, supporting financial controls and contract revenue protection.
- Providing accurate and timely payroll inputs, timecard monitoring and workforce records to support manager review and payroll sign-off.
- Maintaining workforce, training and competency records, and supporting effective scheduling and resource administration across Hard and Soft FM services.
- Producing reliable performance, financial and governance reports, highlighting discrepancies, overdue actions and potential risks to management.
- Maintaining accessible, controlled and audit-ready documentation in accordance with Sodexo policies, contractual obligations, statutory requirements and document management standards.
- Handling employee, client and commercial information securely and confidentially in accordance with data protection and site security requirements.
- Coordinating supplier, contractor and stakeholder communications, ensuring timely updates and escalation of outstanding actions.
- Providing consistent administrative support and cross-cover to strengthen operational resilience, business continuity and the safe, compliant and efficient delivery of FM services across the HMRC West contract.

Subject to Consultation

7. Person Specification

Essential Qualifications & Experience

- GCSEs (or equivalent) including English and Mathematics.
- Previous experience within Facilities Management, Projects Administration or Contract Support.
- Experience working with CAFM systems.
- Experience maintaining trackers, reports and operational records.
- Strong Microsoft Office skills, particularly Excel, Outlook, Teams and SharePoint.
- Experience dealing with suppliers and stakeholders.

Desirable

- IWFM qualification or working towards.
- Experience within a government or public sector contract.
- Knowledge of billable works and project processes.
- Understanding of FM compliance requirements.
- Experience preparing governance and KPI reports.

8. Competencies

N/A – this section is for management job descriptions only

9. Management Approval

Version	1.4	Date	23.10.2026
Document Owner	Stephen Willcott, Billie-Jade Morgan, Sean Chapman		

10. Employee Approval – To be completed by employee

Employee Name		Date	

Subject to consultation