

Job Description:
Site Lead FM Services

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| Function: | Site Lead FM Services |
| Job:  | Cleaning and FM Support Lead |
| Position:  | Site Lead FM Services |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | GSM Chivas and GSM HUK London |
| Additional reporting line to: | Account Manager |
| Position location: | Chivas Beefeater, London and HUK |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Day to day management of cleaning team and to support site FM to ensure effective service delivery of the cleaning and FM operations and full compliance with client contract, legislation, cleaning and FM offer specification
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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 FY17: | €TBC | EBIT growth:  | TBC | Growth type: | NA | Outsourcing rate: | NA | Region Workforce | CS |
| EBIT margin: | TBC |
| Net income growth: | TBC | Outsourcing growth rate: | NA | HR in Region  | Central |
| Cash conversion: | TBC |
| Characteristics  | * Services managed – cleaning, initial, pest protection, FM services
* Size of team - 6
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| 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. |
| GSM Chivas Brothers UK Ltd and GSM Heineken UK LtdCleaning and FM Support Lead Cleaning TeamHead of Talent  |

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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. |
| * Ensure that the cleaning and FM service is delivered in line with the client contract and is compliant with essence service offer and the FM service offer
* Ensure that labour and all other costs are maintained within unit budget
* Recruit, induct, and develop cleaning supervisors and operatives in line with company policy and the cleaning development program
* Ensure that all Sodexo HR policies and procedures are adhered to, including PDR process
* Ensure that all staff training is delivered and up to date
* Communicate effectively with cleaning supervisors and team, and hold regular team meetings
* Ensure full compliance with Health, Safety and Environmental policies
* Ensure full compliance with Sodexo purchasing policies and procedures
* Proactively seek to drive operational efficiencies and introduce innovation
* Attend all relevant training courses as identified by your line manager
* Prepare client reports, as required
* Attend team / client meetings, as required
* Collate and input accurate payroll information
* Monitor and report on all staff absences and sickness
* Manage the ordering and distribution, and effective stock control of all cleaning materials and consumables
* Undertake cleaning audits in relation to service delivery / offer compliance, at contractually agreed frequency
* Nurture client relationships in order to develop them for a long term partnership
* Perform other such duties as may be reasonably requested by your line manager
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Cleaning and FM standards delivered in line with the client contract
* Quality Assurance Audit scores meet or exceed standard specified in client contract
* Positive relationship with client
* All costs including labour, cleaning materials, consumables, sub-contractors are controlled in line with budget
* Financial records are accurate and up to date
* All Health & Safety procedures in place and up to date, with evidence of a positive Health & Safety culture
* All Environmental procedures in place and up to date, with evidence of environmental initiatives
* All staff training is up to date
* All staff are fully engaged in PDR process
* Employee personnel files are kept up to date
* All purchases completed via nominated suppliers only
* Full compliance with the relevant service offer
* All staff paid accurately and on time
* Staff absences / long term sickness managed proactively, in line with Sodexo HR policies and procedures
* Active involvement with wider Sodexo cleaning and FM community, e.g. regional networking groups, support for mobilisation activity, buddying and mentoring, etc.
* Sodexo values of Service Spirit, Team Spirit, and Spirit of Progress are demonstrated by manager, and embedded within the cleaning team
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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. |
| * Costs within remit controlled
* Positive feedback from customers and client
* All relevant compliance measures achieved
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * IT Skills
* Cleaning and FM experience and knowledge
* Commitment to service excellence
* Good communication skills
* Able to manage people
* Good literacy and numeracy skills
* Client customer communication skills, with the ability to develop long term relationships
* Sound knowledge of health and safety
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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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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| Version | 1 | Date | 14/08/17 |
| Document Owner | Jennifer Robb |

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