

**Job Description:**

**Grounds Manager**

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| Function: | Operations |
| Position:  | Grounds Manager Campus (GSK Stevenage/Harlow/Cockrell Close) |
| Job holder: | Grounds Manager |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Campus Services Lead |
| Additional reporting line to: | N/A |
| Position location: | Stevenage R&D Site |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * **Service Delivery:**

Ensure grounds maintenance meets standards, regulations, and client expectations.* **Team Leadership:**

Lead and develop site teams, promoting safety, performance, and engagement**.****HSE & Sustainability:*** Enforce safety practices and support GSK’s environmental goals.
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| 5. 2. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Oversee end-to-end recruitment, training, and performance management to align with company and client standards.
* Manage fleet operations, ensuring safety, compliance, and readiness.
* Drive a zero-harm culture and uphold safety protocols, including GSK’s lifesaving rules.
* Ensure high-quality grounds maintenance, including snow gritting, landscaping, and equipment upkeep.
* Handle HR matters (e.g., conduct, grievances, absences) and lead employee development through Sodexo’s EVP.
* Monitor KPIs, address service issues, and maintain clear stakeholder communication.
* Ensure asset management and PPMs are current and compliant.
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| 2. 3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Deliver grounds maintenance services (e.g., gritting, landscaping, tree care) in line with client needs, legal standards, and internal procedures.
* Ensure consistent service quality, timely execution, and effective perimeter maintenance.
* Lead a multi-site team, managing schedules, recruitment, training, and performance reviews to foster safety, accountability, and engagement.
* Uphold a zero-harm culture through audits, safety walks, and training; ensure contractor compliance and accurate safety records.
* Align operations with sustainability goals and environmental policies, supporting GSK’s biodiversity initiatives.
* Manage fleet operations and asset maintenance, ensuring legal compliance and accurate documentation.
* Handle all HR matters, including onboarding, absence, and performance management, in line with Sodexo policies.
* Represent Sodexo in Gemba programs, manage KPIs, ServiceNow tickets, and stakeholder communication to ensure client satisfaction.
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| 4. 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. |
| * **Consistent Service Delivery and Quality:** Grounds maintenance services are consistently delivered to meet or exceed client specifications, internal procedures, and legal/regulatory standards, ensuring high-quality results at all times.
* **High-Performing and Competent Team:** A motivated, skilled, and well-trained multi-site grounds team that operates efficiently, adheres to safety standards, and demonstrates continuous improvement in performance.
* **A Safe and Compliant Workplace:** A zero-harm culture is achieved, with all safety regulations adhered to, hazards proactively identified, and team members consistently demonstrating competence in safe working practices.
* **Strong Client and Stakeholder Relationships:** High levels of client satisfaction and strong stakeholder engagement, with clear, timely communication ensuring alignment on service delivery and successful resolution of any challenges.
* **Optimized Fleet and Asset Management:** Fleet operations are fully compliant with legal requirements, and grounds assets are well-maintained, with up-to-date preventative maintenance schedules and accurate records ensuring operational efficiency.
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| 5. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position. |
| * **Essential**
* UK Driving License
* Leadership & People Management
* HR experience: conduct issues, investigation/grievances, absence management
* Health & Safety
* Strong attention to detail
* Customer experience / satisfaction monitoring
* IT / Computer Literate – Microsoft, Salesforce, SAP
* **Desirable:**
* Experience or good understanding of change management
* Experience in conflict management
* COSSH
* Working at Height
* HAVS
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| 2. 6. Organization chart – Indicate schematically the position of the job within the organization. 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. |
| Senior Operational Facilities Manager CampusCampus Services LeadGrounds ManagerPlease see the site operational structure held separately for further information |

Received:

Date:       Date:

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Job holder Immediate Manager