

# Job Description: Engineering Operations Manager



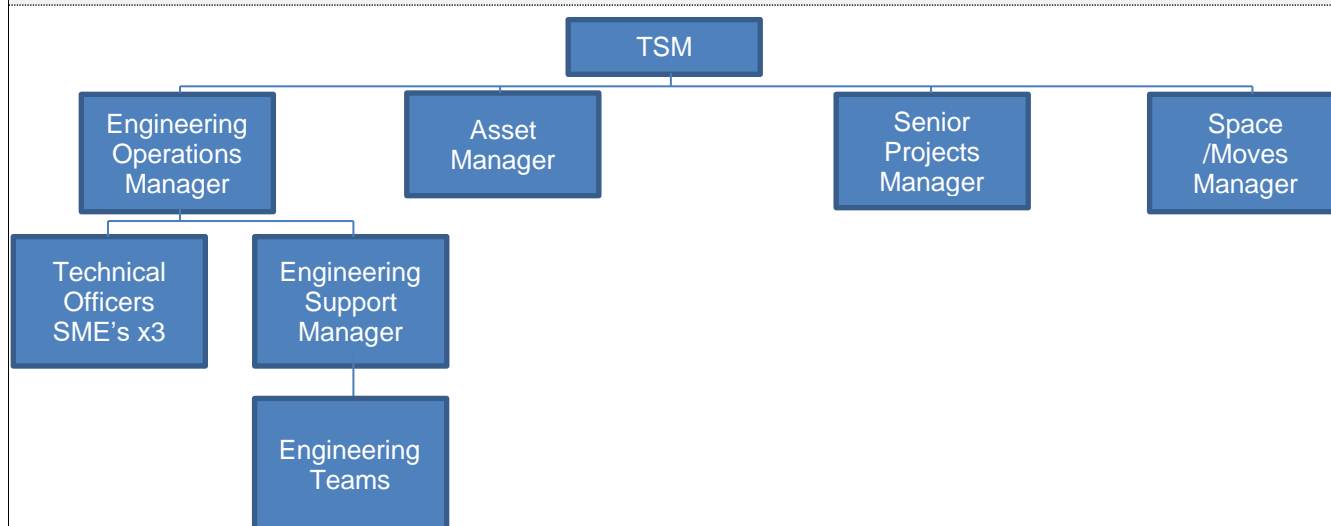
Function:	Energy & Resources
Position:	Engineering Operations Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Technical Services Manager
Additional reporting line to:	
Position location:	Shell Campus London

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

To deliver HFM M&E & B&CE obligations under the Hard FM contract in line with regulation and client specific obligations. Provide line management duties to Engineering support Manager & all Technical SME's on site. Manage workflow and fiscal control between Shells projects delivery teams and Sodexo teams.

Maintain statutory compliance standards associated with Sodexo and the client and ensure efficient and timely reporting and information flow.

## 2. Organization chart – Indicate schematically the position of the job within the organization. It is enough 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.



**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.

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**4. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- Responsible for the overall management and delivery of core HFM delivery ensuring statutory and contractual compliance.
- To lead and manage performance including KPI & SLA's.
- Develop and maintain strong client relationships allowing for smoother management of client demands whilst also ensuring to cement the partnership
- Managing Client demands and ensuring that the Sodexo UK & I Team delivers to agreed standards.
- Sodexo /Client led Projects – Manage operational interface between client 3<sup>rd</sup> party contractors and Sodexo teams ensuring adequate technical support and representation from SME's and any associated resource / costs are managed.
- Manage and protect the interests of Sodexo/client in the operational handover of client led projects, working with the asset manager to achieve fully integrated and fit for purpose acceptance of projects
- Legal & Mandatory compliance
- Managing sub-contractor tenders
- Managing sub-contractors on site
- To lead and motivate the HFM team, to deliver the agreed contracted service lines, including selling Sodexo UK & I Services as much as possible
- To ensure that excellent customer care is practiced by both self and staff and in the event of complaints, to deal with the situation efficiently and to the satisfaction of the client.
- To highlight staff training needs and carry out / arrange as and where necessary. This should include legal training as well as job specific competency training. Take full ownership of the Unit Training Plan
- To ensure that all Company procedures/policies are adhered to for:-
  - Managing People
  - Training and Recruitment
  - Maintaining records and documentation
  - Legislative Requirements
  - HSE Compliance & Culture
- To attend to any other reasonable request by the TSM /Site Director/Client

**5. 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.

- Ensuring the correct control of information regarding all projects on site, both for current and past projects.
- Ensure accurate and timely communications between Sodexo and Shell staff.
- Attend meetings either on site or online, work outside of normal hours when required.
- Provide quality leadership to the HFM department.
- Ensure contractual HFM deliverables are met and exceeded.

**6. Person Specification** – Indicate the skills, knowledge, and experience that the job holder should require to conduct the role effectively

**Essential**

- Mechanical or Electrical technical qualifications with proven management experience
- Experience of implementing both planned and reactive maintenance schedules and interfacing with 3<sup>rd</sup> party client led project work
- Commercial Risk management
- A sound belief in the principles of HSE, with demonstrable examples of leading by example and instilling a mindset of Zero Harm
- Sound financial knowledge
- Good IT skills and a working knowledge of Microsoft Office applications.
- IOSH Managing Safely qualification, and knowledge of relevant legislation, especially with regard to Health & Safety.
- Capable of dealing with staff and customers at all levels, both internally and externally
- Team player, willing to take ownership and responsibility in the role

**Desirable**

Previous experience of Working as an Authorised Person in relevant disciplines

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

- Growth, client & customer satisfaction / quality of services provided
- Rigorous Management of results
- Brand Notoriety
- Commercial Awareness
- Employee Engagement
- Learning & Development

**8. Management Approval** – To be completed by document owner

Version	1	Date 03.01.2023	
Document Owner			