

# Job Description: FM Systems Training Manager



Function:	FM Platform, Service Operations
Position:	<b>FM Systems Training Manager</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Senior FM Systems Training Manager – Ana Correia
Additional reporting line to:	
Position location:	Home Based/Various

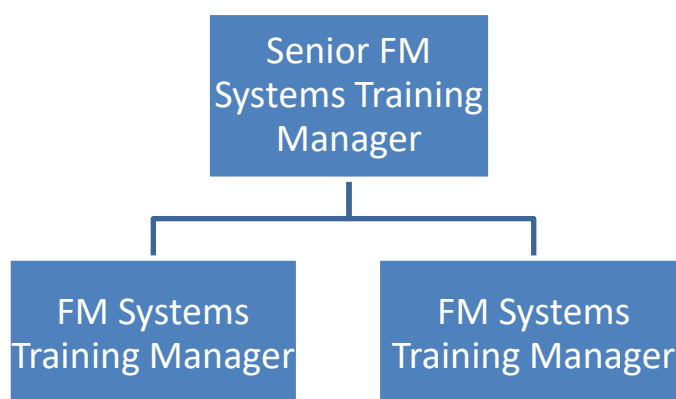
## 1. Purpose of the Job – State concisely the aim of the job.

To manage the training delivery of FM Systems and associated integrated systems and Customer Service focused training to New and Legacy contracts and the Wider FM Deployment and Command Centre Team as required. To deliver an engaging training experience to end users enabling operational teams (in Segment and Service Ops) that understand purpose, process and use of Sodexo's integrated facilities management systems across the UK&I.

## 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 FY13:	EBIT growth:	Growth type: n/a	Outsourcing rate:	n/a	Region Workforce
	EBIT margin:		Outsourcing growth rate:	n/a	HR in Region
	Net income growth:				
	Cash conversion:				
Characteristics	<ul style="list-style-type: none"><li>▪ Team includes headcount of 3</li><li>▪ Team will be managing up to 20 discreet deployment projects at any one time</li><li>▪ Individual deployments typically last 3 months</li><li>▪ Currently 350 sites with FM Systems Deployed</li></ul>				

## 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.



**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.

- Differing levels of IT skills of target audiences
- Differing levels of asset management understanding of target audiences
- Global strategic changes to Service Ops tools
- Constantly changing priorities and high demand across segments
- Churn within Command Centre

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

- Programme manage training demand in-line with business/segment priorities
- Support the development and implementation of FM Systems and associated integrated systems training programmes in alignment with the UK&I Training Framework
- Support the onboarding for new members of the FM Deployment and Command Centre teams, induction, training and mentoring in alignment with FM Deployment and Command Centre requirements
- Produce training materials, manuals, assessments, and documentation (in line with global format)
- Mentor site teams to assist their CMMS process development and implementation
- Use computer-based applications to deliver training
- Maintain the UK & I FM Systems Training Environment application
- Maintain robust training records within the Regional Training Records Database
- Work with the UK & I functionality team to maintain an excellent working knowledge of FM systems and associated integrated systems
- Attend FM System Standards Training sessions and conference calls as required
- Customize training packages to meet individuals' roles and responsibilities and take account of the needs of the contract outputs
- Ensure that training delivery is in line with global approach / standards
- Collate & review training feedback and deliver the required improvements
- Deliver CMMS and associated integrated systems overview presentations to clients
- Mentor new trainers within the team (or make sure some form of mentoring and development is in place)
- Provide post go live support (during stabilisation and business as usual phases), formally review confidence levels of end users after 6-8 weeks and deliver the required improvements
- Seek innovative ways to improve training delivery, share best practise and continuous improvements in ways of working

**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.

- An effective training system being delivered and formally recorded that provides an auditable account and meet expectations of Sodexo personnel
- Requirement to 'retrain' is kept to a minimum

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

- Qualification in Training or Training Management
- Experience in Instructional Training design or similar
- Experience with mentoring and coaching others
- Knowledge and Experience of CMMS, associated integrated systems and their training
- Proficient in MS applications
- Approachable and able to form good relationships
- Able to inspire and motivate
- Resilient and resourceful
- An innovative approach to continuous improvement
- Attention to detail, quality driven approach
- Work on own initiative and manage own time
- Working individually or part of a wider team
- Ability to deal with a high degree of pressure and to tight deadlines
- Willingness to travel as required by the business

Desirable

- Understanding of FM operations
- Understanding of asset management

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

- Employee Engagement
- Brand Notoriety
- Rigorous management of results
- Growth, Client & Customer Satisfaction / Quality of Services provided
- Change and Innovation

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

Version	3.0	Date	21/03/2022
Document Owner	Ana Correia		

**10. Employee Approval** – To be completed by employee

Employee Name		Date	
---------------	--	------	--

