

Job Description:
Command Centre Technical Team Leader

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| Function: | Command Center |
| Job:  | Command Centre Technical team leader |
| Position:  |  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Command Centre Customer Services Manager |
| Additional reporting line to: |  |
| Position location: | Leeds office, with some travel requirements |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To manage a team of schedulers – (up to 12)
* Apply hard services knowledge/expertise to ensure that the team are effectively scheduling and proactively managing works to completion within contractual SLAs.
* Provide training and coaching to the team in particular hard FM skills
* Build relationships with Sodexo site leads to ensure that the PPM schedules are optimized, that the CC have the necessary hard FM insight to effectively schedule works and to support the increased utilization of engineers.
* Work with third party suppliers to optimize the scheduling of work
* Support the mobilization of new contracts
* Provide MI, identifying trends, issues, solutions for improvements both within the CC and on-site performance
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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 FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Staff: up to 12 schedulers
* Financial: N/A
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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. |
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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. |
| * Mobilization of new contracts within tight deadlines
* Manage a team of schedulers ensuring that they have the right skills and knowledge required to improve the service provided.
* Working collaboratively with accounts/sites to review the PPM schedules and assignment of reactive work orders to optimize ways of working
* Working as part of the CC management team, understanding the wider context and requirements of a command centre
* To build relationships within the Hard FM platform Technical Community, to develop skills/knowledge that will support Continuous Improvement to capture all aspects across the varied skillsets.
* Working with the CC management team to develop the CC service offer
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Manage a team of schedulers and increase their hard FM knowledge/ capabilities to enhance the service provided
* Conduct 1-1s, and PDRs, setting objectives, and development plans
* To build relationships with key Stakeholders on-site and understand client / site requirements and specifications.
* Build a technical knowledge bank, to provide guidance and related FM knowledge for the scheduling team
* To work within the Command Centre management team and provide support to the existing team leaders, understand the CC “helpdesk” environment and telephony system.
* To proactively identify any potential areas of improvement and propose improved ways of working to the Command Center Management team.
* Ensuring that the CC team, deliver to agreed WOW and follow process
* To responsibly adhere to the health, safety, environmental and quality standards, policies, and procedures.
* To accurately review PPM schedules and discuss any improvements with site leads
* To provide hard FM knowledge / support, including asset data and trend analysis.
* To perform all other duties as required.
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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. |
| * Ensure that PPM, remedial and reactive works are scheduled in alignment with the contractual and legal requirements.
* Work in collaboration with the Site Delivery Team the scheduler team ensure that all works are proactively managed to completion, escalating issues when needed.
* Monitor and optimize the utilization of Site Delivery Teams through effective scheduling of works.
* Proactively act in a manner that supports a healthy and safe work environment through effective management of incidents and hazards.
* Ensure Sodexo’s commitment to ethical principles and sustainable development are achieved and maintained.
* Ensure compliance with all Sodexo policies, procedures and directives.
* Promote and maintain Sodexo values and ethical principles.
* Provide MI and recommendations for improvements
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require conducting the role effectively |
| * Experience of CAFM / CMMS systems
* People management experience
* Understanding of facilities management and the types of assets found therein e.g. Maximo - especially work planning and scheduling functionalities. Have a good understanding of reactive and planned maintenance works, to enable planning of works within SLAs / KPIs.
* Previous experience in working with Third Party Vendors
* FM /Asset data management qualifications / experience
* Asset data and trend analysis experience.
* Ideally a Technical skill required in one of the key disciplines such as M&E
* Self-motivated, confident, honest and flexible, with a professional work ethic.
* Be flexible and adaptable to change.
* Keen attention to detail with the ability to prioritize and execute a diverse workload in a high-pressure environment
* Exceptional attention to detail Demonstrates the Sodexo values and behaviours.
* A strong commitment to Zero Harm and a strong safety culture.
* Motivation to work within a Team environment.
* Relationship building and influencing capabilities
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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
 | * Analysis and Decision Making
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| * Rigorous Management of Results
 | * Planning and Organising
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| * Brand Notoriety
 | * Industry Acumen
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| * Commercial Awareness
 | * Innovation and Change
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| Version | V1 | Date | June 2019 |
| Document Owner | Lucy Caddis |

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