

Job Description: Facilities Manager

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| Function:  | FM |
| Position:  | Site Manager |
| Job holder: | X |
| Date (in job since): | X |
| Immediate manager (N+1 Job title and name): | X |
| Additional reporting line to: | X |
| Position location: | Ysgol Dyffryn Conwy |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To be responsible for the management of hard and soft service delivery at Ysgol Dyffryn Conwy
* Act as the operational interface between the client(s) and the Contract Director.
* Day-to-day liaison with the Head teacher and School Representative.
* Line Management responsibility for the site based personnel including cleaning and site services staff.
* The role will also involve responsibility for contractual and Statutory compliance across other Education contracts as directed by the Contract Director.
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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 FY16: |  | EBIT growth: |  | Growth type: |  | Outsourcing rate: |  | Region Workforce |  |
| EBIT margin: |  |
| Net income growth: |  | Outsourcing growth rate: |  | HR in Region  |  |
| Cash conversion: |  |
| Characteristics  |  |

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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. |
| Reporting to Contract DirectorLine Management responsibility 3 x site operatives and responsibility for the cleaning team on site |

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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. |
| * Transition of Compliance management from centralised resource to local planning and control
* Challenges of delivering multiple disciplines across One school
* Demanding, ever-changing work environment.
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| 5. Main assignments |
| * Management and monitoring of all Hard and Soft Service self-delivery and subcontractors:
	+ To ensure that both SLA’s and KPI’s are being delivered to the required contract standard
	+ To conduct contractual and ad-hoc auditing and monitoring of all services to ensure required standards are being met
	+ To produce accurate and relevant information to ensure monthly reporting is completed within contractual timescales
* Management of water hygiene across site in-line with ACOP L8 and industry good practice
* Build solid relationship with SPV Manager and other stakeholders to ensure Sodexo’s interests are protected.
* Establish key relationships with Contract Representatives from the Local Authority and Schools.
* Attend meetings with Stakeholders to monitor and improve service delivery.
* Ensure the Site Team remember that they represent Sodexo and their manner must be courteous and professional at all times.
* Ensure the contract is delivered to agreed budgetary parameters and manage monthly financial commitment, and maximise revenues and optimise overall expenditure across the contract.
* Delivery of hard and soft services including ‘front line’ repair and/or establishment of reactive M&E requirements and site / desk checking of service partner works.
* Ensure that all aspects of service outputs are delivered to comply with the Operating Contract, Statutory legislation and good working practice at all times to ensure that H&S management obligations are not compromised in respect of the delivery of all FM services
* Ensure that works are delivered in a timely manner to avoid PMS and Unavailability deductions, along with effectively managing in-house and outsourced resources to deliver both hard and soft services.
* Work with Finance, Commercial and Procurement Teams to ensure that all works are undertaken by the most cost effective manner using either self delivery or suppliers.
* Bring previous supply chain knowledge to assist in the development of a high performing supply chain.
* Build relationships with service partners and attend regular planned meetings where appropriate and ensure full co-operation as and when required.
* Manage service partners and suppliers in conjunction with contract documents and client requirements.
* Encourage, motivate & develop site based teams, monitor progress, undertake performance reviews.
* Achieve and improve KPI objectives for the contract organisations and internal service provision assigned to carry out duties, this will include that all contractual self monitoring audits are completed to an agreed standard by site teams and sub contractors
* Quality and performance management of all services including monthly performance reporting, both internally and externally, and maintenance of the site document registry.
* Resourcing and managing project works including, but not limited to, equipment upgrades and building and M&E asset replacements.
* Liaise with all levels of the organisational hierarchy.
* Liaison with, and reporting to, the customer within the agreed reporting process.
* Ensure the cultivation of innovation and best practice and share across the wider business unit.
* Be available to respond and deal with any incidents that occur during out of normal hours emergency situations as part of a staff on-call rota system, along with being obtainable via phone 24/7.
* Oversee Contract and Statutory Compliance across other Education sites including travel to undertake monitoring as required.
* Support the wider Education contracts with timely close out of internal and external audit actions.
* Deputise for the Contract Director as directed.
* Recruit, induct, motivate, manage, train and develop all employees following Sodexo HR policy and guidelines
* Manage employees using the Sodexo performance review processes, talent development and succession planning.
* Role model the focus on five behaviours to improve engagement, enhance performance and retain Investors in People accreditation
* Manage labour in line with productivity models, policies and procedures
* Build personal effectiveness in all situations
* Carry out operational shifts and support other areas of the business as required.
* Ensure the team members have a training and development plan to ensure that employees receive the necessary legislative training, on job training and career development activities to aid succession planning which are planned and recorded.
* Support other Education sites including travel to undertake monitoring as required.
* Support the wider Education contracts with timely close out of internal and external audit actions.
* Carry out any other reasonable request as directed by the Contract Director
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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 Statutory and Mandatory Compliance across the contract
* Ensure that all services are delivered against agreed SLA’s and KPI’s
* Ensure that all services are delivered in a cost effective and efficient manner
* Develop and maintain positive relationships with Schools, Local Authority and SPV
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential:* Previous experience of management of FM teams and contractors
* Demonstrable technical experience and/or qualification in building services
* Ability to influence change where required
* Ability to interpret and utilise financial and commercial information.
* Customer-facing attitude and excellent team building and people management skills
* Excellent communication skills with the mental agility to ‘think on feet’ and provide convincing practical solutions
* Strong analytical skills and attention to detail
* Self motivated and able to work on own initiative within a team environment
* Intelligent approach to performance monitoring including relevant experience
* Resilience when dealing with difficult and challenging people and complex situations
* Proficient IT skills, including Excel, Word & Microsoft Office
* Available to respond to out of normal hours emergency situations
* Hold a current IOSH or equivalent certification
* Must satisfy an Enhanced DBS check

Desirable:* Previous experience within the PFI arena, especially in the Education sector
* Professional Member of BIFM
* Preferably NEBOSH qualified
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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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| * Commercial Awareness
 | * Learning & Development
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| * Employee Engagement
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| 9. Management Approval – To be completed by document owner |
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| Version | 1.0 | Date | 14/07/2017 |
| Document Owner |  |

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