



sodexo
QUALITY OF LIFE SERVICES

Function:	Hard FM (Estates) Healthcare
Position:	Hard FM Lifecycle Manager
Job holder:	New Role
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Capital Projects Manager
Additional reporting line to:	
Position location:	Manchester University Foundation NHS Trust (Oxford Road)

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

The Lifecycle Manager is primarily responsible for the delivery of the Sodexo Living Zone 1 & 5-year plan. The job holder will have experience of working with supply chain and sub-contractors to plan & produce, mobilize, operate, and conclude projects variable in size, and to work with the Commercial, Financial Managers and Commercial Director to assure all works are reported & invoiced with set deadlines.

This is an exciting and dynamic new role within the Estates team with a focus on managing the compliant service delivery of a quality driven Lifecycle Plan.

The job holder is expected to meet Sodexo's statutory and contractual obligations for Lifecycle tasks related to the specified framework and timelines associated within the Projects environment.

The job holder must contribute to the provisions of Legal & Statutory Compliance (HTM's and HBN's, Care Quality Commission, Construction Design Management, British Standards and other UK Healthcare associated standards & codes), Health & Safety requirements to ensure a cost effective, timely, & quality driven service method to our client is always provided, along with any organization with which Sodexo have contractual agreements with.

The Lifecycle Manager shall contribute to the development a series of leading indicators enabling Sodexo with real time and live understanding of the Estates Lifecycle requirements.

Provide detailed professional, Lifecycle of Building Services in a Primary, Acute Healthcare environment.

Key to the role is the application of Sodexo HR policies and procedures and the management of the workforce under remit.

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							
		Cash conversion:	tbc							
Characteristics										

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.

Capital Projects
Manager

Lifecycle
Manager

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.

- Assess and advise through Governed Reporting mechanisms, the Capital Projects Manager of all Risks, Opportunities and Lifecycle Excellence detail.
- Contribute to the annual and 5-year Lifecycle plans, filtered into the long-term Lifecycle of Assets requirements.
- Contribute to Schedule 35 Lifecycle requirements of Trust Retained Estates.
- Have responsibility for owning and developing Lifecycle Risk Registers appropriately.

- Review and Report on all Lifecycle Supply Chain service delivery and assure Service Delivery is measured as acceptable while working with Supply Chain when Service Delivery is not at the levels procured.
- Assure all Lifecycle non-compliance identified is assessed appropriately and a plan developed on achieving compliance.
- Participate in personal and business training as and when required.
- Review of all Lifecycle Standard Operating Procedures, internal governance, risk assessments & method statements (RAMS) and workflow diagrams aligned to Best Industry Standards.
- Support the Projects, Variations & Lifecycle Managers to enable a deliverable achievable Target Operating Models.
- Ensure as paramount compliance with all existing and all statutory regulations inclusive of HTM's, British Standards and Contractual Obligations.
- Exchange, interpret, analyze and calculate complex information and communicate to specialists and non-specialists in a precise way.
- Have specialist skills and experience in the practice of Projects and Operations Lifecycle Service Delivery, conversation, leadership and alternative technologies
- Use data and information in complex forms to produce dashboards and Benchmarks leading indicators for Lifecycle Planning.
- Contribute to the development of long-term strategic Lifecycle Excellence plans to implement organisational objectives for critical services
- Contribute to the delivery of the Small Works function, working with the Small Works Service Delivery Team.

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

- Implement and operate a program of condition-based monitoring on all major capital fabric and structure.
- Procurement of the requirements to service the Lifecycle program for the new PFI, Identified and Retained Estate.
- Ensure Health & Safety policies and the workforce adheres to statutory requirements.
- Successful planning, operating and implementing appropriate Lifecycle requirements.
- Pre plan all works with Trust Property and Estates and Departmental Managers to instigate project start dates for lifecycle works, ensuring access will be available.
- Monitor progress of Lifecycle projects from start to completion with minimum disruption to the day to day running of the hospital
- Ensure good communication channels with estates, the Trust, Department Managers and contractors to promote efficiencies, delivery of work to program, avoidance of downtime and delivery of materials to suit the program.
- Take delivery of all maintenance and operational manuals on hand over of new facilities from subcontractors carrying out lifecycle works.
- Ensure any new installed lifecycle works are properly commissioned.
- Control and manage the Schedule 35 budget.
- Procure and project manage Small Works/Variations as and when required.
- Ensure maintenance staff are trained in the operation and maintenance of the new facilities.
- As and when required, support the Head of Estates and Commercial Director in assuring contractual and commercial risks are controlled and mitigated.
- Assuring the Sodexo Global Maximo (CAFM) system is populated in a skilled way with all relevant Lifecycle information.
- Contribute to assuring the Sodexo Technical Library is well maintained at all times.
- Be a Key Stakeholder in external and internal Lifecycle audits.

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.

- Communication & Relationships Skills
- Knowledge, Training & Experience
- Analytical & Judgemental Skills
- Planning, Reporting & Organisational Skills
- Patient/ Client Care
- Financial and Physical Resources
- Policy/Service Development

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

Required;

- Engineering or Buildings Services Degree level qualified or equivalent experiences.
- PFI & Healthcare Estates Experience
- Skills in understanding dynamic and scientific Lifecycle & Building Services detail.
- Proven track record of Lifecycle Building Services detail.
- Experience in self-managing or high risk lone working activity.
- Excellent people management and mentoring skills.
- Excellent understanding of Health and Safety at Work regulations.
- Excellent report writing skills.
- Be flexible to meet the demands of a large PFI Acute Healthcare Estate
- Must be computer literate preferably with knowledge of Building Management Systems and automated digital systems.
- Must be able to demonstrate good verbal and written communication skills with good level of mathematical skills.
- Self-motivated and able to adapt to changing priorities.
- Able to demonstrate an aptitude for problem solving using a logical approach.
- Confident and logical under pressure but must understand urgency and respond accordingly.
- Capable of managing difficulty customer and stakeholder conversations in a complex PFI environment.
- Sound Commercial & Legal knowledge and understanding of prioritizing company needs.

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

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

10. Employee Approval – To be completed by employee

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