

Job Description: Senior Technical Services Manager

Function:	Operations
Position:	Senior Technical Services Manager
Job holder:	
Date:	
Immediate manager:	Account Manager
Additional reporting line to:	Account Director
Position location:	Diageo Dublin Sites

1. Purpose of the Job

The role is responsible for the management of all technical hard service obligations across the Diageo Dublin Portfolio. Providing skilled and quality technical leadership whilst mentoring the technical team and providing technical support across the wider business as required.

Lead, manage, develop and motivate a high-performing Technical and Hard Services Administration team to the highest standards, ensuring that the Client receives services of the highest quality. Implement and maintain business and process improvement improvements into all areas.

Ensure that the Technical Services Team takes responsibility for the planning and successful execution of PPMs/KPIs, the management of Reactive and Project works, whilst ensuring compliance with all statutory and contractual obligations whilst meeting all agreed SLAs.

Manage the Administration Team responsible for the CAFM system, PPM schedules, work orders, purchase ordering, invoicing and financial management of hard services within the specified area/sites/region.

Manage the Mobile Engineering Teams, ensuring all PPM and reactive work is completed on time and in budget whilst meeting SLAs and KPIs.

Manage the delivery and continuous improvement of all processes, systems and technical resources to deliver the services in a safe and effect manner.

Management of contractors ensuring all PPM and reactive work is carried out on time, within budget and meets our SLAs/KPIs.

Management, control and continuous improvement of all Technical Safe Systems of Work, processes and technical documentation.

Manage Sodexo objectives by supporting and delivering against contract policies, and compliance with legislative and contractual requirements. This includes playing a key role in meeting operational performance targets and Sodexo objectives.

Direct management of major supplier contracts (eg fire systems), ensuring improved quality of services and acting as spokesperson on these contracts into our client.

The application of Sodexo HR and HSSE policies and procedures, and the management of the team to ensure a safe and effective workplace.

2. Main assignments

- Manage, lead, mentor and train the Technical Team to enhance performance, providing excellent customer service.
- Manage Client escalations, build relationships, and coordinate with the Technical Team, vendors and contractors.
- Ensure Technical Services are being delivered to the highest standards across the business.
- All SLAs are met or exceeded, with no failures.
- Manage PPMs and reactive work so as completed on time and within budget.
- Regular cost reviews to ensure our prices are correct and market-related, thus achieving P&L targets.
- Regular benchmarking exercises to ensure that our contractors are charging market-related prices for labour, materials and services.
- Costing of new Hard Services opportunities.
- Ensure Client equipment and site remain statutorily compliant in all areas under Sodexo's Technical Management
- Health and Safety compliance in all areas.
- Work with Sodexo's Compliance Team to ensure Risk Register is maintained and managed.
- Work alongside Account Support and Finance Managers to control and improve financial performance.
- Implement and manage system and process improvements.
- Engagement in cost-saving and innovation drives.
- Sub-Contractor management.
- Management of variation orders and contract change requests with regards supplying information for scope changes, additional works and service lines.
- Improve Client satisfaction.

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.

- Cost saving initiatives
- Environmental and compliance initiatives
- Client satisfaction and retention
- Interface and liaise with multiple Client Stakeholders across the portfolio
- Understanding, implementing and abiding by all Sodexo and Client policies and procedures.
- Understanding and the ability to use technical and professional information
- Excellent communication skills, both oral and written, with both internal and external stakeholders
- Job motivation, and setting high standards for self and others

4. 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.

- 100% Client retention
- Health and Safety compliance
- Implementation and adherence to all legislative requirements
- Cost and Revenue target attainment
- Management of incoming projects and supporting Hard Services Teams with the execution of same.
- Act as part of the Account Management Team to assist with building a solid Client relationship

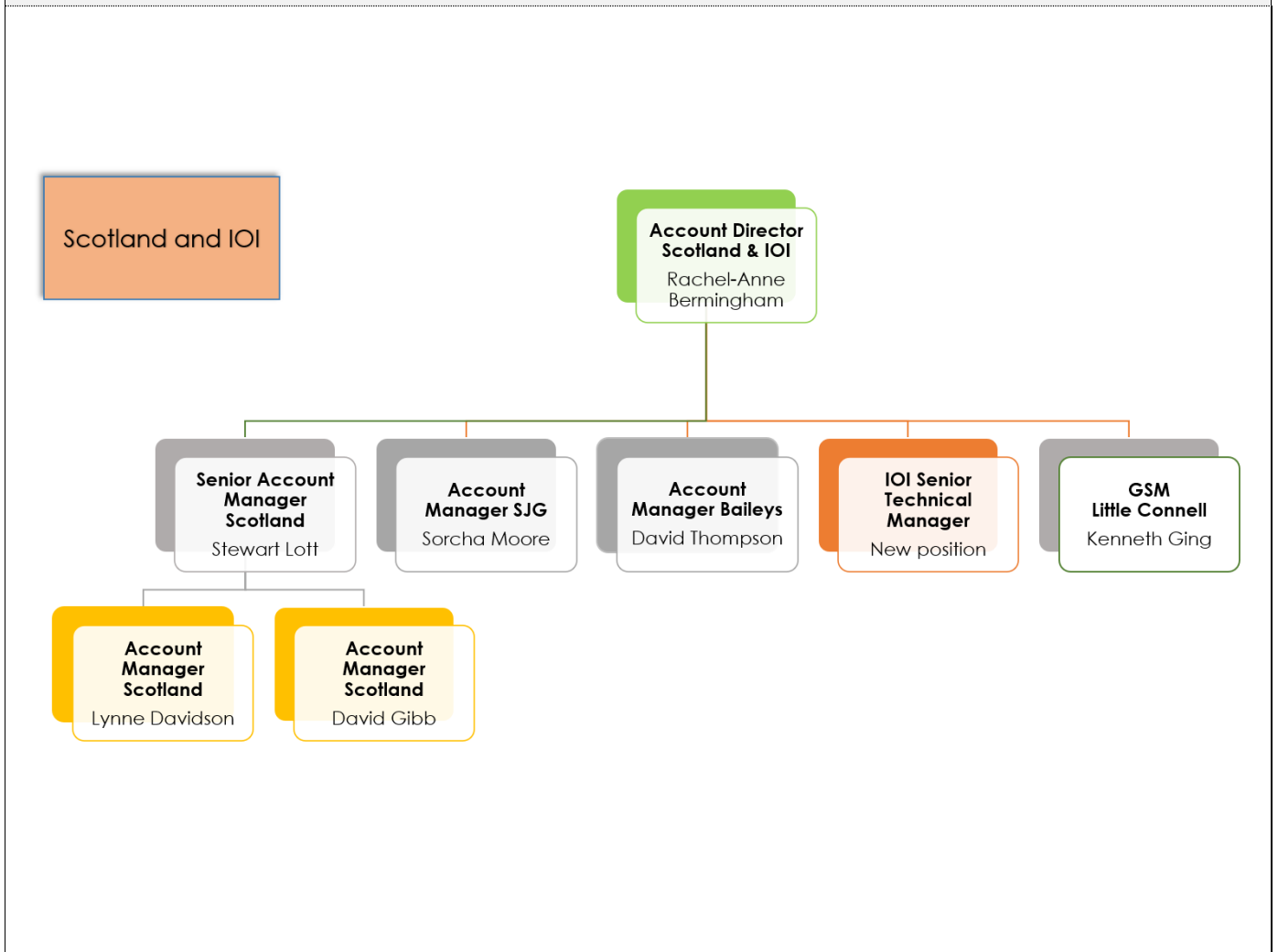
5. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

- Understanding and ability to use technical and professional information
- Excellent communication skills, both oral & written, with internal and external stakeholders
- Job motivation and setting high standards for self and others

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

- 7+ years' experience working in a Facilities Management Hard Services environment
- Technical/Professional qualification
- NEBOSH
- Problem Solving: Resolving complex technical issues
- Communication: Interacting with stakeholders, Clients and team members
- Technical Knowledge: Understanding engineering, technical equipment and services
- Experience working in a fast-paced, high-pressure environment
- IT skills: MS Office, Outlook, CAFM
- Self-Starter with proven hard services experience
- Willingness to travel is essential to the role

7. Organization chart – Indicate schematically the position of the job within the organization. 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.



Levels

	▪ Senior Management Level
--	---------------------------

Date:

Date:

Job Holder

Immediate Manager

