

Job Description:
Senior Project Manager UK

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| Function: | Facilities Management |
| Job:  | Senior Project Manager, UK |
| Position:  | Senior Project Manager UK |
| Job holder: |  |
| Date (in job since): | N/A |
| Immediate manager (N+1 Job title and name): | Strategic Projects Director  |
| Additional reporting line to: | N/A |
| Position location: | UK |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Based in London and reporting to the Strategic Project Director, UK
* Responsible managing all programmes and projects, as well as project managers, and space planning team for the UK.
* Ensuring consistent service development across the portfolio, using existing and developing new bespoke processes and procedures.
* Driving service excellence through service delivery and innovation whilst maintaining compliance within health, safety and sustainability activities.
* Maintaining and delivering both client and Sodexo budgets on all OPEX and CAPEX projects.
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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 FY26: | N/A | EBIT growth: | n/a | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | n/a |
| EBIT margin: | n/a |
| Net income growth: | n/a | Outsourcing growth rate: | n/a | HR in Region  | n/a |
| Cash conversion: | n/a |
| Characteristics  | * Responsible for delivering project within agreed budget
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| 3. 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. |
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| **4. Context and key 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. |
| * Management of Client(s) expectations.
* Understanding and Interpretation of PM, clients brief and advising them on solutions.
* Communicating at Senior Management level with conviction of the solution.
* Excellent communication skills.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Development of operational processes and documentation that supports the definition and deployment of service offers to drive service standardisation, cost reduction and excellent customer service.
* To develop an effective network of key contacts within the business and within the Facilities Management industry to drive innovation in the development of service solutions aligned to business requirements
* To support the business in their delivery and alignment of performance management reporting to ensure that adequate and reliable performance data is available to the operational Service Delivery Management teams
* To analyse service performance, commercial performance and service utilisation data to benchmark the effectiveness of services delivered and proactively identify areas of opportunity for future development
* To ensure that effective communication channels are in place between the Facilities Management function, the business and our Supply Partner community to enhance the effectiveness of the overall function
* To provide a conduit in the UK providing a best practice network for Facilities Management to deliver service improvements that have a greater benefit for the business and support a more effective service delivery and integration platform for our function
* Ensuring projects are being delivered in a cost-effective way for the client and Sodexo
* Ensuring compliance with all Safety, Health & Environment standards and requirements
* Cost control on projects
* Effectively manage and support the key stakeholder relationships
* To assist in regular project meetings with key stakeholders to review progress
* Share best practice with other sites within the contract to improve service and ensure consistency and alignment of activities
* Ensuring compliance including standard operating procedures statutory requirements (health and safety)
* Ensure quality assurance, best practice and compliance standards
* Ensuring that H&S procedures and standards and central H&S directives are being complied to, including ensuring that contractors comply with necessary standards
* Deliver against the client’s site safety policies and environment and sustainability strategies
* Oversee labour management for projects and ensure that this is being managed effectively
* Create a forward plan of Project Delivery across the UK
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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. |
| * P&L reports - Management of financial expenditure and compliance with the contract operating budget
* Labour productivity management
* Customer satisfaction ratings, net promoter score
* Business plan actions
* Business growth & developments
* Service specific audit and customer journey scores
* People management (Performance development reviews, training plans, labour turnover, attendance rates)
* Compliance with relevant statutory regulations relating to Safe Systems of Work, Health & Safety, Hygiene, Cleanliness, Fire safety and COSHH
* Contractual KPI and SLA targets
* Management information / monthly report production
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Experience of having operated successfully within an outsourced integrated facilities project management environment.
* Knowledge of CAD and similar project management systems.
* Knowledge of Microsoft Project and experience with Project Management software preferred.
* Proven experience of developing profitable relationships with clients.
* Proven financial acumen essential with commercial experience and business acumen.
* Knowledge of basic legal requirements, building and safety codes, safety inspections, city guidelines and local and state regulations are met.
* Ability to multi task, prioritise and manage time efficiently.
* Able to manage team of employees and multiple projects.
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
|  * Demonstrable track record of developing successful operational strategies across a broad portfolio of projects
* Exceptional client relationship management skills
* Considerable experience in project service delivery
* Proven track record of initiating and leading demanding business change programmes
* Proven experience in identifying new business
* Proven track record of leading and managing experienced operators and large numbers of employees
* Excellent communication, influencing and facilitation skills.
* High standards of numeracy and written communication
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| 9. Management Approval – To be completed by document owner |
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| Version | 1 | Date | 26th August 2025 |
| Document Owner | Simon Finch |

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