

Job Description:

SMS Deployment Manager

Function:	Business Support – FM Platform
Position:	SMS Deployment Manager
Job holder:	
Date (in job since):	NA
Immediate manager (N+1 job title and name):	Head of Soft FM UK&I
Additional reporting line to:	NA
Position location:	Home based – with business travel expected

1. Purpose of the Job – State concisely the aim of the job.
▪ To lead and manage the regional deployment of the Site Management System (SMS) across segment, ensuring each site is effectively prepared, mobilised, trained, supported and embedded into BAU operation. ▪ Is responsible for planning and delivering SMS implementation activity across segments, working closely with operational teams, segment superusers, TDDI and Control Towers to ensure consistent adoption, accurate data capture and measurable operational benefits. ▪ To support the delivery of digitally enabled cleaning by ensuring SMS applications are configured, understood and used effectively by site teams. This includes deployment planning, training, stakeholder engagement, progress reporting, post-deployment support and benefit tracking. ▪ To provide clear reporting on deployment progress, risks, adoption and performance outcomes for governance meetings, control towers and programme board updates.
2. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Lead the deployment of SMS across agreed sites and segments.
- Develop and manage site deployment plans, including key milestones, dependencies, risks and go-live dates.
- Complete site readiness checks to confirm operational, data, resource and system requirements are in place before deployment.
- Work with operational teams to gather and validate site data, including room details, task schedules, cleaning frequencies, resource plans and QR/NFC requirements.
- Coordinate deployment activity with segment leads, site managers, superusers, TDDI and the wider programme team.
- Configure or support the configuration of SMS applications in line with agreed operational requirements.
- Deliver SMS training to managers, supervisors, superusers and frontline teams.
- Support site teams during mobilisation, go-live and post-deployment stabilisation.
- Drive consistent use of SMS applications across cleaning operations.
- Monitor SMS adoption, usage, compliance and completion rates.
- Identify risks, issues and blockers affecting deployment progress or system adoption.
- Escalate issues through the correct governance channels and support agreed corrective actions.
- Produce progress updates, dashboards and reports for control towers, governance meetings and programme board reviews.
- Support benefit tracking, including productivity, compliance, visibility, audit performance, task completion and service improvement.
- Capture lessons learned from each deployment and recommended improvements to the SMS deployment process.
- Maintain deployment documentation, training materials, action trackers and standard operating guidance.
- Support transition into BAU operation once deployment has stabilised.
- Act as an SMS subject matter expert (SME) for operational teams during deployment and early adoption.

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.

- The jobholder must be able to operate across varied and complex cleaning environments, managing the challenges lined to data quality, site readiness, operational capacity, digital adoption and stakeholder engagement.
- The jobholder is required to identify and resolve deployment risks, support operational teams through change and ensure SMS is embedded as part of normal cleaning service delivery. This includes supporting teams to move from manual processes to a digitally enabled operating model, whilst maintain service standards, compliance and client confidence.
- The jobholder must work with Sodexo governance, client contract requirements, information security standards, health & safety requirements and recognised cleaning industry best practice.

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.

- Lead SMS deployment planning across agreed sites and segments.
- Manage deployment activity from readiness assessment through to post go live support.
- Work with segment superusers and operational teams to embed SMS into daily cleaning operations.

- Coordinate activity with the regional deployment manager, TDDI and other project stakeholders.
- Deliver SMS training across relevant applications, including practical support for supervisors, managers and frontline teams.
- Support sites with data readiness, including room information, task schedules, resource plans, QR/NFC requirements and reporting requirements.
- Provide post deployment support to ensure sites use SMS effectively and achieve the intended operational benefits.
- Track adoption, usage, compliance, risks, issues and deployment milestones.
- Produce clear progress reports and presentations for control towers, governance meetings and programme board reviews.
- Identify blockers, escalate risks and support corrective actions to keep deployments on track.
- Capture lessons learned and support continuous improvement of the SMS deployment approach.

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.

- Number of sites deployed.
- Number of sites in planning, mobilisation, go-live and post deployment support.
- Deployment progress against agreed programme plan.
- Percentage of sites ready for deployment.
- Training completion by role and site.
- Number of active SMS users by license type.
- System adoption and usage levels.
- Task completion and compliance rates.
- Audit completion and quality performance.
- QR/NFC tag installation and usage compliance.
- Accuracy and completeness of site data.
- Number of risks, issues and blockers raised and resolved.
- Post go-live support activity and issue resolution.
- Benefits delivered, including improved visibility, productivity, compliance, service consistency and reporting quality.

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

The jobholder should have experience in operational deployment, system implementation, cleaning operations or project delivery within a multi-site environment.

Essential Skills & Experience:

- Experience of working within facilities management, cleaning operations or a similar service-led environment.
- Experience of supporting or managing system, process or operational change.
- Experience of delivering training to managers, supervisors and frontline teams.
- Experience of working with operational teams across multiple sites.
- Strong understanding of cleaning service delivery, task scheduling, resource planning and operational compliance.
- Experience of preparing progress reports, action trackers, dashboards or governance updates.
- Good working knowledge of Microsoft Office, especially Excel, PowerPoint, Outlook and Teams.
- Ability to work with digital systems, mobile applications, reporting tools and operational data.

Desirable:

- Project management experience or formal project management training.
- Experience with Site Management Systems, workforce management systems, auditing systems or CAFM-type platforms.
- Knowledge of BICSc standards or recognised cleaning industry practice.
- Experience of working in large or complex organisations.
- Experience of supporting mobilisation, transition or transformation programmes.
- Knowledge of Power BI or other reporting dashboards.
- Understanding of information security, data protection and system access processes.

Competencies:

- Deployment management, able to plan, coordinate and deliver multiple site deployments.
- Stakeholder management, able to work with site teams, segment leads, superusers, TDDI and governance groups.
- Change management, able to support teams moving from manual ways to working to digital processes.
- Operational understanding, able to translate cleaning requirements into practical system use.
- Problem solving, able to identify blockers, resolve issues and escalate risks early.
- Communication, able to explain technical or system processes in clear operational language.
- Training delivery, able to build confidence and capability across different user groups.
- Data awareness, able to review data quality, spot gaps and support accurate reporting.
- Governance focus, able to work within agreed processes, standards and reporting requirements.
- Continuous improvement, able to capture lessons learned and improve future deployments.

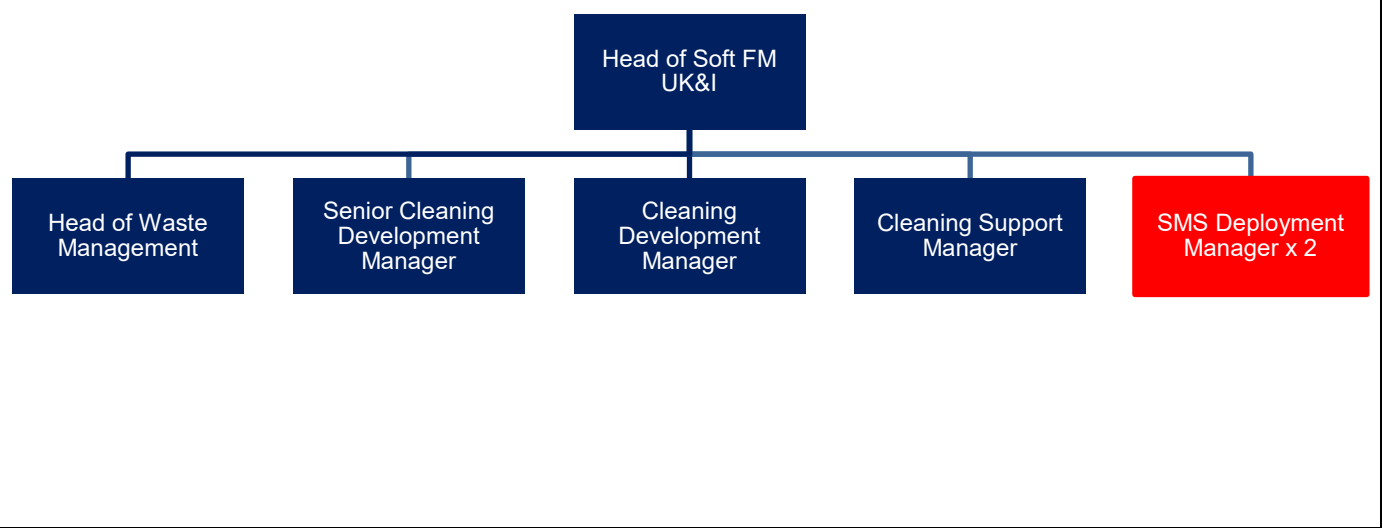
Skills:

- Strong planning and organisational skills.
- Strong attention to detail.
- Ability to manage several deployments, priorities and stakeholders at the same time.
- Confident presentation and reporting skills.
- Ability to work under pressure and keep delivery on track.
- Ability to challenge constructively when sites are not ready or risks are not being managed.
- Good coaching and facilitation skills.
- Strong written communication skills.
- Confident use of data, action logs, trackers and deployment plans.
- Practical understanding of frontline cleaning operations.
- Ability to work independently and travel to sites where required.

Personal Attributes:

- Credible with operational teams.
- Practical and solutions focused.
- Confident, calm and resilient.
- Clear communicator.
- Structured and organised.
- Comfortable working with change.
- Able to build trust with site teams and senior stakeholders.
- Committed to service improvement and digital adoption.

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.



Received:

Date:

Date: September 2026

Job holder

Immediate Manager