

# Job Description: Technical Solutions Manager



Function:	Government UK & Ireland, Agencies & Property Professional Services
Position:	Technical Solutions Manager
Position holder:	
Date (in post since):	
Immediate manager (N+1 Job title and name):	Contract Director
Additional reporting line to:	Commercial Operations Director
Position location:	Hybrid

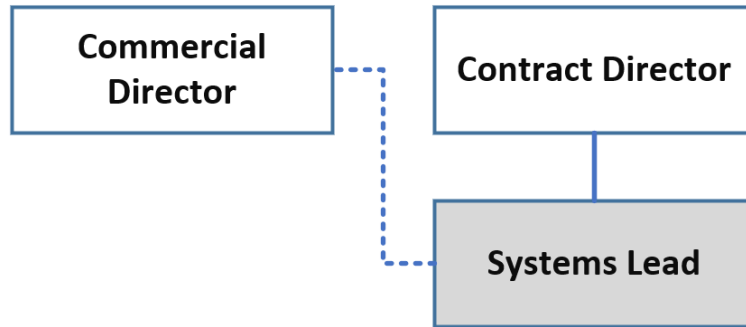
## 1. Purpose of the Job

- This senior leadership role will work in partnership with a government department to provide application design, development, support, and reporting for an operational services contract. The key systems being deployed are a Yard Management System (PINC), CAFM (Maximo) and a suite of business applications covering Health and Safety, finance, time and attendance.
- Reporting to the Contract Director, this role will manage the relationship and contracts with all internal and external systems providers and will drive innovation both into this service contract and across Sodexo's Agencies and Property Professional Services business.
- The post holder will be responsible for the delivery of the contract systems and data roadmap aligned into underpinning design principles of data driven and insight lead through a common data environment, data quality index and data modelling.

## 2. Dimensions

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics		<ul style="list-style-type: none"> <li>■ Two government operational facilities operating 24/7 365</li> <li>■ PINC Yard Management System deployed through strategic partner sub-contractor relationship</li> <li>■ CAFM and Sodexo applications provided through internal Sodexo IS&amp;T</li> <li>■ PowerBI reporting providing holistic view of performance, operations across internal and external systems</li> <li>■ Systems and data security in compliance with contract and government policy</li> <li>■ Relationship management and stakeholder engagement with client systems lead, sub contractor systems lead, IS&amp;T business relationship manager, IS&amp;T technical leads and central reporting team</li> </ul>							

### 3. Organisation chart



#### 4. Context and main issues

- As Systems Lead you will:
- Develop the IT systems in line with the Authority and the supplier Contract Development Plan and systems roadmap.
- Provide ongoing expertise and best practice in Property Systems Strategy and advising the Authority of trends and innovations in this area by monitoring the latest versions of software available from supplier vendors and ensure regular system capability and functionality reviews are undertaken to consider options for improvement and innovation
- Ensure that the contract is fully compliant with the Information Security requirements of the contract and that all team members are aware of and adhering to the Information Security Management System.
- Ensure that the contract has the right level of support from internal and external systems vendors and be the principal contact for the contract working with Sodexo IS&T and all IT vendor management.
- Be willing to support other members of the contract team to minimise the impact on service levels and contractual obligations.
- Take ownership of delivery of wider contractual obligations outside immediate service area as required.
- Work with the Commercial Operations Director to act as Systems SME across PPS and Agency Contracts where the HMRC IBF responsibilities allow.

#### 5. Main assignments

- Owning the contract systems and data governance relationships between suppliers (internal and external), client stakeholder groups and Sodexo contract operational functions.
- Robust risk management review and mitigation (security, resilience, commercial).
- Manage and oversee systems change process
- Oversee the maintenance and development of the Common Data Environment ensuring that the associated contractual reporting obligations are met.
- Oversee the maintenance and development of interfaces to client and supplier systems promoting high quality interoperability to automate processes.
- Oversee the development of systems ensuring robust and rigorous testing and release management protocols and processes.
- Oversee the definition, Implementation and Reporting of Data Standard, including maintenance of the data model.
- To manage and operate the IT systems to the Performance and Security standards.
- Leads Integrator engagement at the joint Authority / Sodexo Technical Board
- Lead the Systems team and report upwards to the Contract Director.
- Ensure all support and application development processes and standard operating procedures are current and up to date.
- To actively participate in systems and data community of practice, driving service innovation, supporting the evolution of Property Professional Services service offerings and the development of staff in your community.
- Development and maintenance of the systems and data exit management plan in line with contractual obligations.

This list is not exhaustive, and the post holder will be expected to carry out other reasonable duties from time to time as requested by management.

#### 6. Accountabilities

- To manage and operate the IT systems to the Performance and Security standards (e.g. KPI's).
- To develop the IT systems in line with the client and The Supplier Contract Development Plan and Supplier Solution
- To manage a Common Data Environment (CDE) where all systems of record and single data sources are stored.
- To establish and maintain interfaces to client networks and systems
- To establish and maintain interfaces to the client Supply chain partners ensuring security of information assets
- To manage and operate an MI & Reporting service delivering accurate and assured information and analysis
- Maintenance of Property Professional Services Systems Roadmap
- Principal contact within Property Professional Services for Sodexo IS&T and IT vendor management

## 7. Person Specification

### Professional:

- Relevant degree and/or professional qualification although demonstrable track record and experience will take precedence
- 15 years' experience in developing and supporting property systems and property finance systems, experience in logistics systems desirable
- Excellent knowledge of existing and emerging technologies in the property or logistics sector
- Highly skilled in designing technical architectures and integrating systems

### Personal:

- Strong organisational skills & ability to prioritise & manage complex projects and administering work
- Excellent interpersonal skills, with an ability to work with people at all levels and across functions, communicating, listening and gathering information
- Strategic thinker with a client focussed mind set and able to build client relationships at all levels
- Using persuasion and influence to win support for the benefit of the business
- Team leader, self-motivated, proactive and work well under pressure
- Flexible and able to cope with ambiguity
- Excellent time management and prioritisation skills with a strong focus on results
- Work in such a way that upholds and promotes the client values of professionalism, integrity, courage and compassion.
- Applicants need to be eligible to pass security vetting carried out by the Client

## 8. Competencies

Client & Customer Satisfaction / Quality of Services provided.	Leadership & People Management
Rigorous management of results	Innovation and Change
Business Consulting	Commercial Awareness
Brand Notoriety	

## 9. Management Approval

Version	1	Date	03.04.2024
Document Owner	Karl Wilkinson, Sean Chapman		

**10. Employee Approval**

Employee Name		Date	
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