**EXPERTISE**

Job description

## Head of OPerations – Integrated Facilities Management

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| Function: | Operations (Sodexo Corporate Services Segment) |
| Position:  | Head of Operations – Integrated Facilities Management |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager  | Account Manager |
| Additional reporting line to: | N/A |
| Position location: | Naas, Kildare |

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| 1. Purpose of the Job |
| Based at our prestigious client’s HQ in Naas, this is a high-impact leadership role overseeing all aspects of Integrated Facilities Management. You’ll steer the day-to-day delivery of hard and soft services, ensuring performance exceeds client expectations, compliance is watertight, and teams are motivated to deliver their best work every day.The role sits at the heart of service excellence, client engagement, and operational efficiency. You'll lead a multi-disciplinary team of 40 people and be the senior point of contact on-site, blending strategic thinking with hands-on leadership. A core part of your mission is to embed Sodexo’s mission, values, and ethical principles into everyday service delivery—fostering a culture of integrity, respect, and continuous improvement.You’ll also be accountable for the financial performance of the contract, supplier and asset management, statutory compliance, and identifying opportunities for added value and growth. Collaborating closely with the Sodexo regional support teams and national support functions, you’ll ensure consistent, high-quality service that meets both contractual obligations and the evolving needs of the client. |

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| 2. Organisation chart |
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| 3. Main assignments |
| * **Client & Contract Management**
* Build and grow strong, trust-based relationships with the client.
* Lead operational delivery to ensure all contractual obligations are met with integrity and quality.
* Be the face of innovation: bring fresh thinking and improvements to life.
* **EHS & Quality**
* Create a culture where safety is second nature.
* Ensure all safety documentation and permits are up to date and fit for purpose.
* Lead by example through regular audits, spot checks, and follow-through on corrective actions.
* **Financial Performance**
* Own the numbers: forecast accurately, manage budgets, and drive profitability.
* Use data and insight to guide decisions and identify opportunities for savings and reinvestment.
* Champion proactive asset management and smart CapEx planning.
* **People Management**
* Lead, coach, and motivate a high-performing team.
* Handle performance, conduct, and engagement with clarity and fairness.
* Support direct reports in growing their skills and managing their teams effectively.
* **Continuous Improvement**
* Always be looking for a better way.
* Identify and implement operational improvements that deliver real value.
* Stay sharp through ongoing professional development and knowledge-sharing.
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| 5. Accountabilities |
| * Contract and financial performance targets met or exceeded.
* 100% compliance with QEHS requirements.
* Strong, engaged teams delivering consistent, high-quality services.
* Client retention through value delivery and innovation.
* Sodexo mission and values embedded in operational culture and visibly demonstrated by teams.
* The site is recognised as a best-in-class operation within the business and by the client.
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| **6. Person Specification** |
| **Essential*** Degree-level education in a relevant subject such as business, management and leadership.
* Demonstrable experience working within a manufacturing environment.
* Health & Safety qualified – IOSH or NEBOSH certified.
* Minimum 5 years’ experience in a senior management / leadership position, managing large multi-functional, high-performing teams in an Integrated Facilities Management setting.
* Strong problem-solving skills with the ability to remain calm and decisive under pressure.
* Sound understanding of project works and sub-contractor management.
* Decisive and proactive, with a can-do attitude and a sense of ownership.
* Excellent interpersonal and customer service skills.
* Strong PC skills including MS Office, Outlook, and SharePoint.

**Desirable*** Professionally qualified with a recognised Electrical, Mechanical, or Building Services qualification.
* Experienced in delivering small to medium-sized project works in compliance with PSDP regulations.
* Relevant professional body membership.
* Experience in Legionella and Water Quality Management.
* Proficiency in Asset Management practices.
* Experience of Authorised Person safe systems of work.
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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