

sodexo
QUALITY OF LIFE SERVICES

Function:	Technical Services
Job:	Senior Hard FM Manager – Operations & Technical
Position:	
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Isaac Banks, Head of Estates
Additional reporting line to:	N/A
Position location:	RSUH/Haywood

1. Purpose of the Job – State concisely the aim of the job.

Reporting to the Head of Estates as required, you will be leading a team responsible for the front-line management of the day-to-day operational delivery of Hard FM services to a PFI Contract. This will encompass all aspects of Hard FM included within the agreed SLAs including the management of in-house and outsourced resources to deliver Hard services. This includes the effective management and delivery of planned preventative maintenance programs, responding to the 'reactive' needs of the client, to ensure continuous improvement and financial performance within agreed budgets.

Contract & Statutory Compliance – Link in with the site and commercial Compliance teams, ensuring all action plans are in place from audits and clear processes are defined for any follow-on actions.

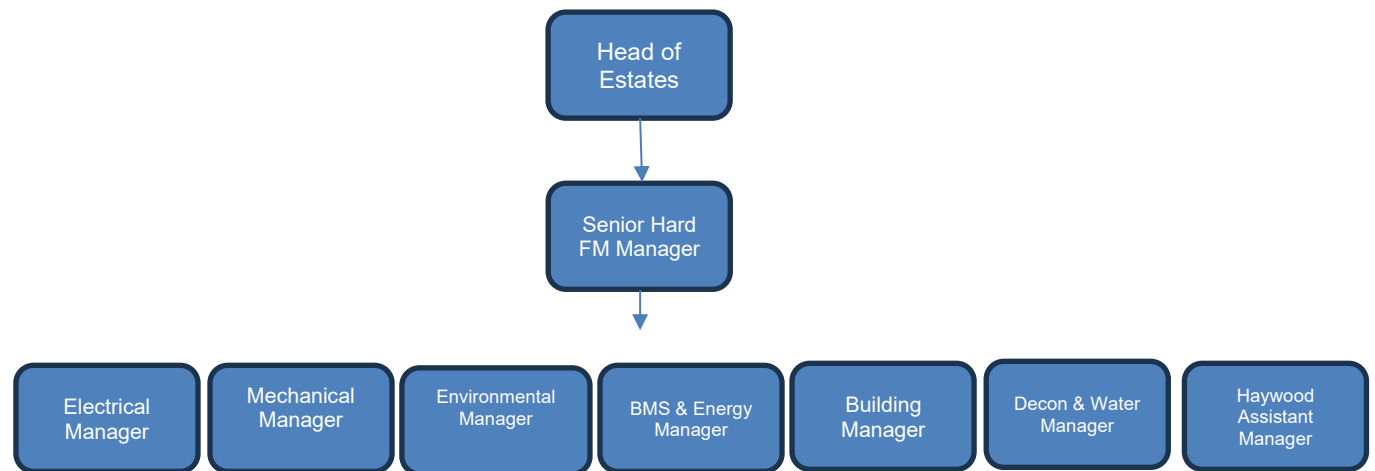
The post holder will have responsibilities for the performance of the contract and take an active role in ensuring PMS deductions and unavailability penalties are kept to a minimum.

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 FY18:	£ADD M	EBIT growth from FY15:	??	Growth type:	n/a	Outsourcing rate:	n/a	Region	Workforce	tbc
		EBIT margin:	??							
		Net income growth:	tbc							
		Cash conversion:	tbc							
						Outsourcing growth rate:	n/a	HR in Region		tbc

Characteristics

3. Organisation chart – Indicate schematically the position of the job within the organisation. 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.



4. Context and main 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.

- Performance standards and Monitoring Arrangements (HTM's, HBM's, SFG20.).
- Statutory and Mandatory Compliance
- Management of Sub Contractors & Specialist Services (Permit to Work Process).
- Maintaining the Estate to NHS 'Estates code Condition B'.
- Financial Budgets.
- Maintenance programme expenditure.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Lead the operational management team in all Hard FM services across Royal Stoke and Haywood hospitals.
- Responsible for the operational service delivery on site. Troubleshooting and solving issues as they arise and support the management team in the day-to-day operations of each discipline.
- Line manages the following disciplines in line with the business operational strategy and Sodexo policies – Electrical, Mechanical, Ventilation, Decon/Water, Building fabrics, BMS and Energy.
- Support and ensure compliance with all disciplines.
- Deputize for the Head of Estates as required.
- Ensuring all records and reports are uploaded to the site storage system (Sharepoint/DMS/ Activeplan). This will include regular auditing across all disciplines.
- Build solid relationship with SPV Manager to ensure Sodexo's interests are protected.
- Establish key relationships with Contract Representatives from the NHS trust and partners.
- Attend meetings with Stakeholders to monitor and improve service delivery.
- Ensure the Site team remembers that they represent Sodexo and their manner must always be courteous and professional.
- Ensure the contract is delivered to agreed budgetary parameters and manage monthly financial commitment and maximize revenues and optimize overall expenditure across the contract.
- Oversee RCA, Datix and support with Investigations.
- Appendix 7, 8, 9 & 10 Hard FM Monthly reports submissions to the Head of Estates.
- Hard FM Operations meeting Chair.
- 1-1's with direct reports, to include action plans to support follow up.

- Support meetings– Validation, Risk management, & Technical management meetings (Chair).
- Delivery of hard services including 'front line' repair and/or establishment of reactive M&E requirements and site / desk checking of Service Partner works.
- Ensure that all aspects of service output are delivered to comply with the Operating Contract, Statutory legislation and good working practice at all times to ensure that H&S management obligations are not compromised in respect of the delivery of all FM services
- Ensure that works are delivered in a timely manner to avoid PMS and Unavailability deductions, along with effectively managing in-house and outsourced resources to deliver hard services.
- Work with Commercial and Procurement Teams to ensure that all work is undertaken by the most cost effective manner using either self-delivery or suppliers.
- Driving efficiencies for the delivery of Hard services, making sure that value for money is optimized.
- Build relationships with Service partners and attend regular planned meetings where appropriate and ensure full co-operation as and when required.
- Manage Service Partners and suppliers in conjunction with contract documents and client requirements.
- Encourage, motivate & develop site-based teams, monitor progress, undertake performance reviews.
- Achieve and improve KPI objectives for the contract organisations and internal service provision assigned to carry out duties, this will include that all contractual self-monitoring audits are completed to an agreed standard by Facilities Managers and Site Teams.
- Quality and performance management of all services including monthly performance reporting, both internally and externally, and maintenance of the site document registry.
- Maintain FM management systems for site-based operations to ensure that jobs are appropriately logged and reported.
- Liaise with all levels of the organisational hierarchy.
- Liaise with, and report to, the customer within the agreed reporting process.
- Ensure the cultivation of innovation and best practice and share across the wider business unit.
- Be available to respond and deal with any incidents that occur during out of normal hour's emergency situations as part of a staff on-call rota system, along with being obtainable via phone 24/7.
- Form relationships and engage with Sodexo Central Support Functions
- Overall responsibility for the operation of the Permit to Work system in relation to the Hard FM maintenance activities.
- Collection and provision of data related to all estate's operations
- Key point of contact within the Trust in relation to the provision of estate maintenance services

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.

- Maintain and improve Stakeholder relationships
- Completion of all activities to contractual timescales
- Minimal levels of PMS and Unavailability deductions
- Financial performance in line with or better than budgetary forecasts
- 100% Statutory Compliance

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- Qualified to HNC/HND standard in Mechanical or Electrical Engineering/Building Services or Building
- Previous experience of management of FM Contracts and influence change where required, along with customer-facing attitude and excellent team building / people management skills
- Have experience in coaching and influence teams
- Services management experience of people and commercial issues
- Must satisfy a health check
- Good communication skills with the mental agility to 'think on feet' and provide convincing practical solutions
- Strong "people-management" skills
- Strong analytical skills with a strong bias towards P&L financial management

- Intelligent approach to performance monitoring including relevant experience
- Well-developed co-ordination skills
- Proficient IT skills, including Excel, Word & Microsoft office
- Experience of working to ISO 9001 or similar quality system
- Available to respond to out of normal hours emergency situations

Desirable

- Qualified to degree level in Mechanical or Electrical Engineering/Building Services or a FM equivalent
- Preferably NEBOSH Qualified
- Previous experience within the PFI arena
- Professional Member of BIFM

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- GROWTH, CLIENT AND CUSTOMER SATISFACTION, QUALITY OF SERVICES PROVIDED
- BRAND NOTORIETY
- RIGOROUS MANAGEMENT OF RESULTS
- INNOVATION AND CHANGE
- LEADERSHIP AND PEOPLE MANAGEMENT

9. Management Approval – To be completed by document owner

Version	1	Date	01.09.2024
Document Owner			