###### Contract Manager – Role Profile

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| **Role Purpose:** To support and work closely with the PayPal client team, aligning PayPal and Sodexo culture and strategically supporting the Sodexo team in the delivery of the day to day services and successful resolution of operational issues in line with agreed contract KPI’s.  Supporting and developing strategic improvements in the service delivery methodologies and ensuring that all PayPal and Sodexo processes and procedures are implemented and executed in line with agreed frameworks.  Other Specific role KPI’s include but are not limited to:   * Maximise the profitability of the contract within area of responsibility and deliver the required results * Lead, develop, manage and motivate a high performing team to the agreed standards ensuring that the client receives services of the highest quality * Support Sodexo in the development of business strategy in line with current and emerging client needs * Lead and maintain account development plans, as well as supporting any change management process and associated Service Levels Agreements (SLAs) ensuring risks are mitigated * Support the business development and regional management teams in identifying opportunities with other clients to maximise profit and growth     **Reports to :** Director – Corporate Services,  **Context:** This role is to oversee the PayPal contract (catering, hard & soft services), to ensure compliance with all contractual obligations, to ensure consistent communication in terms of process, to provide leadership and instruction to the on-site teams, maintenance reporting, contractor engagement, lifecycle process management, contractual reporting and personal development.  **Dimensions - Responsible for:**  The service line management team (Catering, Hard FM & soft services) and the effective management and delivery of planned preventative maintenance programs and lifecycle programs. Responding to the ‘reactive’ needs of the client in line with agreed KPI’s and contractual obligations. | |
| KEY ACCOUNTABILITIES | PERFORMANCE MEASURES |
| **Operations Management**   * Strategic oversight of the day-to-day operational issues in all service lines * Leading the performance of the service line managers      * Ensure project works are scoped and priced in accordance with Sodexo and client guidelines * Adherence to client CAFM system and team training is up to date on use of the system * Assisting technical team with distribution and completion of the PPM schedules * Conducting safety walks, auditing consistent use of the SSOW permitting system * Promoting Toolbox Talks, Safety Walks and Near Miss reporting * Troubleshooting use of the Kronos / Rightime systems * Communicating small works quotations and delivery programme | User feedback  Targets met  On budget |
| **Administration**   * Preparation and presentation of monthly financial and operational client reports in line with formats agreed * Ensure that files and records pertaining to managed contracts and projects are kept in an orderly manner and up to date by site teams * Responsible for checking that all site inductions are being kept up to date and Covid-19 guidelines being followed * To compile Quarterly Business Reports and present to the client team * To deliver a consistent approach across the Dublin and Dundalk sites * To be operational point of contact for all senior client interactions | Client/Team Feedback  Timelines met |
| **Projects**   * Identify project opportunities. Prepare project estimates (minimum of 3) arising from energy saving opportunities, the site risk register and from client feedback. Prepare Growth Review Panel presentations. Ensure such projects are delivered on time, to budget and meet agreed specification/requirement. | Project deliverables met  Feedback |
| **Continual Improvement and Innovation**   * Must subscribe to the Clients continual improvement / innovation strategy. * Work with all stakeholders to support and develop improvement strategies on both performance and cost reduction ensuring best practise. | Quarterly improvement strategies.  Are they effective?  Measurement of best practise? |
| **Health and Safety**   * Ensure all areas always comply with the relevant regulations such as Health and safety at Work Act etc. |  |
| **Budgets**   * Track expenditure against GMP budgets. Prepare monthly backup based on actual spend for GMP and NCC costs. Present monthly cost synopsis at client monthly meetings | Monitor and control spend.  Submit budgets on time.  Benchmarking |
| **Team**   * Develop succession plans for all direct reports, provide continuous development opportunities and utilise Sodexo’s performance review process to agree actions * Work closely with all stakeholders to promote and maintain good customer service |  |
| **Communications**   * Contribute to internal and external communications * Maintain communication with the client, visitors, and the team. | Staff feedback  Customer feedback  PayPal Team mate Feedback |
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| **Competencies** | Key Tasks |
| Level A   * Relationship Management * Leadership * Resilience * Impact and Influence * Working with others * Planning and Organisation * Results Orientation * Financial and Business awareness * Analysis and decision making * Continuous improvement | * To support the administration of the PP contract. * Understand the need to drive service delivery and performance. * Develop beneficial internal/external relationships * Produce, prepare and issue reports in a Word Excel or PDF format * Monitor operational deadlines and complete the appropriate follow up to ensure success * Maintain and update annual lifecycle plans and actual costings. * Resolve issues by liaising with relevant Management and site FM teams * Ensure safe systems of work is adhered to at all times * To adhere to Sodexo’s policies and procedures * To develop knowledge of in house management system * This document is not and can not be exhaustive, additional responsibilities and ad hoc duties may be added as required |
| **Personal Qualities:**   * Strong “people management” skills. * Strong contract and commercial management experience in the FM industry, with experience in a client facing role. * Good communication skills with the mental agility to “think on your feet” and provide solutions. * Intelligent approach to performance monitoring. * Proficient IT skills, including Excel, Work and MS office. * Understand and thrive on working in a customer focused environment * This role requires a high level of attention to detail coupled with an ability to do things at pace without loss of accuracy |  |
| **Qualifications:**   * An understanding of basic technical aspects of FM Services (catering, hard & soft) * Customer facing attitude and excellent team building, people management and leadership skills. * Capacity to understand and interpret commercial contracts. * Excellent communication skills, must be able to demonstrate effective verbal and written communication * Financial acumen. * Very strong communication skills. * Previous FM management / coordination experience |  |

**Role Responsibility**

* Responsible for operational problem resolution and issue escalation.
* Measure SLA, KPI, CPI service standards against the agreed and obligated levels.
* Implementation of new innovations as required.
* Be an informed and authoritative point of contact for the key stakeholders at sites(s) to address any technical, performance or operational issues.
* Identify and implement opportunities for business growth.
* Ensure forecasts are completed and track performance against budget taking appropriate actions to manage P&L in line with contract.
* Manage the P&L to maximize profit and control of costs to ensure budgets are met.
* Complete site walks and surveys of existing assets to formulate a Forward Maintenance Planner for Capex and condition reports of assets.
* Help in carrying out in depth reviews and reports of the sites(s) finances at the end of each period and ensure action plans are put in place as required.
* Drive consistency across all site(s) and share best practice with others within the contract portfolio.
* Full understanding of contractual guiding principles applicable to site(s) under agreement and delivery of content to site(s).

**The Ideal Candidate**

**Essential**

* Experience in Project / TFM management of medium to small multi service sites
* Experience in managing large to Medium technical Projects.
* Experience of mainly Technical or Hard FM but also soft service contracts.
* Exceptional client relationship management skills
* Manage multiple workloads and shifting priorities.
* Excellent interpersonal skills and ability to communicate effectively with customers, clients and employees at all level.
* Self-motivated and able to work on own initiative within a team environment.
* Challenges the status Quo, innovative, willingness with a ‘can do & improve’ attitude.

**Desirable**

* Facilities, Engineering, Technical or business qualification.
* Project and Facilities Industry Experience

**Package Description**

As part of our commitment to improving the quality of life for our employees, Sodexo offers a Flexible Benefits Scheme, allowing you to tailor a reward package to suit your needs but includes a technology scheme, private dental insurance, travel insurance, private medical insurance, life assurance, 24hrs GP access and the ability to purchase or sell annual leave.

We also have a Sodexo Discount scheme, which offers employees and their friends and family the opportunity to benefit from over 1,200 discounts from top retailers both online and in-store.