

**Job Description:**

**Chivas – Facilities Services Coordinator**

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| Function: | **Sodexo facilities-related services** |
| Position:  | **Facilities Services Coordinator**  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | **Group Account Manager** |
| Additional reporting line to: | **Food Production Manager & Soft FM Manager** |
| Position location: | **Chivas Brothers Group** |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * The **Facilities Services Coordinator** plays a key role in ensuring the effective and safe operation of workplace environments by coordinating all Sodexo facilities-related services. This includes supporting the management team with maintaining services, supporting customers wellbeing, and ensuring compliance with Service Level Agreements, regulatory requirements, contributing to overall business continuity.
* You must have a disciplined approach, excellent communication, organisational, and planning skills. Strong customer service skills are essential, as you will be responsible for fostering a positive working environment and ensuring high standards of service delivery. Ensuring any costs are accurately recorded and recharged where appropriate.
* You will provide a professional service, whilst adhering to Sodexo policies and always promoting the Company image.
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| 2. 2. 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. |
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| 5. 3. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Documentation & Records*** Record, monitor and review the delivery of services and ad hoc requests to ensure an exceptional level of customer service to the Chivas Brothers.
* Act as the primary point of contact for Chivas Brothers and third-party contractors (as agreed locally with Sodexo Management Team).
* Ensure site Health & Safety and Environmental practices are implemented and adhered to by third-party suppliers.
* Liaise with Sodexo Management Team and/or third-party suppliers to raise work requests.
* Liaise with the Sodexo’s Command Centre team to raise purchase orders and additional work requests, maintain ongoing expenditure records, and escalate queries to the Group Account Manager as required.
* Provide accurate and timely reports to the Group Account Manager on the performance of site teams and third-party suppliers.
* Identify opportunities to improve service delivery and implement cost-effective ways of working.

**Customer Relationship Skills*** Ensure customer satisfaction is established and maintained by providing an exceptional and pro-active service.
* Support and communicate with clients, customer base in area of responsibility and the Sodexo Management Team.
* Maintain performance standards to ensure customer expectations are met and exceeded.
* Ability to build excellent supplier relations.

**Compliance, Environmental, Health & Safety and Risk Management*** Support Sodexo Management Team to ensure compliance with procedures, manual handling, risk assessments, COSHH, Health & Safety, fire regulations & emergency procedures, including third-party suppliers.

**Processes*** Ensure required standards are consistently met and seek opportunities to further improve existing standards of work.
* Ability to manage and coordinate third party suppliers, ensuring clear communication, between Sodexo Management and Chivas Brothers for attendance to site
* Good understanding and experience in focusing on individual customer requirements and care while meeting required service levels.
* Flexibility and adaptability, with a strong focus on delivering exceptional customer service.
* A proactive, can-do attitude with keen attention to detail.
* Previous experience of working as part of a facilities team with a strong emphasis on customer service.
* Ability to collaborate with others to achieve team objectives.
* Strong listening, prioritisation, and interpersonal skills to effectively manage both team and stakeholder expectations.

**Health and Safety*** Staff must take care of their own safety and others who may be affected by their actions or omissions. Employees have an obligation to report any Health and Safety concerns to management.
* To establish and maintain good working relationships with customers and staff ensuring their health, safety and welfare.
* To help maintain a safe working environment.
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| 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. |
| * **Customer & Client Focus:** Deliver exceptional customer service to build valuable long-term relationships with colleagues, customers and clients
* **Impact and Influence:** Communicates to build relationships and interacts appropriately with others
* **Continuous Improvement:** Seeks to raise standards and improve quality of performance and service
* **Working with others:** Works effectively and professionally with others to achieve the desired results
* **Compliance and Documentation:** Maintain accurate records including maintenance schedules, statutory compliance, Service Level Agreements and service reports.
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| 5. **Personal Specification & Competences** –competencies and skills needed to succeed in the position. |
| * **Highly effective communication skills** – Ability to engage with stakeholders at all levels, ensuring clear and professional interactions.
* **Strong literacy and organisational skills** – Ability to manage tasks efficiently and maintain accurate records.
* **Excellent customer service skills** – A proactive approach to delivering a high standard of service, ensuring customer satisfaction.
* **Experience managing at scale** – Demonstrated ability to coordinate and oversee multiple tasks/services, balancing workloads, and ensuring service consistency.
* **Problem-solving ability** – Capable of responding quickly and effectively to issues, identifying solutions, and implementing improvements.
* **Performance monitoring** – Ability to oversee and assess service levels, ensuring continuous improvement and adherence to standards.
* **Health & Safety and legislative awareness** – Understanding of relevant compliance requirements, ensuring a safe and legally compliant working environment. (iOSH Minimum)
* **Ability to take instruction** – Willingness to follow guidance from both the line manager and clients while maintaining professionalism.
* **Initiative and self-motivation** – Able to work independently, prioritising tasks and making informed decisions when required.
* **Strong administrative skills and attention to detail** – Ability to manage documentation, track expenditures, and maintain accurate reporting.
* **Team player mindset** – A collaborative approach with a willingness to support colleagues and contribute to a positive workplace culture.
* **Adaptability and resilience** – Ability to work under pressure, meet tight deadlines, and embrace challenges with a solution-driven attitude.
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Received:

Date:       Date:

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Job holder Immediate Manager