

# Job Description: Hard Services Coordinator

Position:	Hard Services Coordinator
Immediate manager (N+1 Job title and name):	Technical Services, Maintenance, & Projects Manager

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

- They will interact with Customers and Vendors ensuring a prompt, professional and efficient service, in terms of initial response and regular updates and notifications (e.g. via telephone, email message), accurate recording of requests for service and escalating problems before they become issues.
- They will review subcontract reports for Corrective Measures and obtain quotations for their resolution.
- Provide essential support and data to enable accurate monthly reporting.
- File service sheets and certification within Hard Services structure of the DMS.
- Act as first line control for Access and Permit requests within the London Cluster.


## 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.

- Multi-skill and use a number of helpdesk systems, e.g. Global Maximo
- Raise and manage Purchase Orders (PO) on SAP
- Manage and revise PPM schedules and ensure compliance with mandatory and statutory regulations.
- Manage quotations.
- Knowledge and experience in Risk and Method statements is essential.
- Update the CAFM system in relation to asset and PPM – upon approval from account.
- Navigate & develop the Hard Services filing structure to develop compliance reporting.

- Liaise with Communications Manager to refresh and advertise to ensure best use of local helpdesk function.

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

- To build relationships with key Stakeholders on-site and understand site requirements and specifications.
- To have a proactive approach to job tasks and responsibilities.
- To proactively manage work orders to completion.
- To respond quickly and efficiently to incoming questions and requests in line with contractual requirements.
- To pay attention to detail when obtaining and inputting information.
- To have a clear and professional telephone manner.
- To achieve a high degree of Customer and Supplier satisfaction, applying logic and common sense to requests for assistance, and ensuring that identified criteria are escalated in accordance with procedures.
- To host training and coaching sessions and incorporate any changes necessary in duties, methods, working hours and procedures.
- To identify any potential areas of improvement and highlight through the correct tier reporting channels.
- To be flexible and adaptable to change.
- To responsibly adhere to the health, safety, environmental and quality standards, policies, and procedures.
- To accurately manage and revise PPM schedules and ensure compliance with mandatory and statutory regulations.
- To accurately provide asset management support, including asset data and trend analysis.
- To provide reception cover if required.
- To coordinate the end-to-end process of risk and quote management and raising and managing purchase orders.
- To work within, and to, processes and procedures, e.g. quote management.
- To perform all other reasonable duties as required.

## 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.

- Work in collaboration with the On-Site Team to ensure that corrective measures all works are proactively managed to completion, escalating issues when needed.
- Identify any potential areas of improvement and highlight to the Line Manager.
- Ensure Sodexo's commitment to ethical principles and sustainable development are achieved and maintained.
- Ensure compliance with all Sodexo and client policies, procedures and directives.
- Promote and maintain Sodexo values and ethical principles.

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

- Excellent communication skills - written and verbal.
- A minimum of 2 years Customer Service experience (preferably in a Command Center and / or Call Center environment).
- Intermediate computer skills in MS Office – e.g. Word, Excel.
- Prior knowledge and skills in utilizing CAFM applications, e.g. Maximo/QFM - especially work planning and scheduling functionalities.
- Have a good understanding of reactive and planned maintenance works, to enable planning of works within SLAs / KPIs.
- Relationship building and influencing capabilities.
- Keen attention to detail with the ability to prioritize and execute a diverse workload in a high-pressure environment.
- Ability to deliver exceptional customer service to Stakeholders (internal and external).
- Tertiary qualifications in Business Administration / Property / Facilities Management or related discipline would be highly advantageous (although not mandatory).
- Previous experience in working with Third Party Vendors would also be advantageous (although not mandatory).
- Self-motivated, confident, honest and flexible, with a professional work ethic.
- Be flexible and adaptable to change.
- Exceptional attention to detail.
- Demonstrates the Sodexo values and behaviours.
- A strong commitment to Zero Harm and a strong safety culture.
- Prior experience in quote management.
- Asset data management qualifications / experience would be advantageous
- Asset data and trend analysis experience.
- People management

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

▪ Client & Customer Satisfaction / Quality of Services provided	▪ Analysis and Decision Making
▪ Rigorous Management of Results	▪ Planning and Organising
▪ Commercial Awareness	▪ Innovation and Change
▪ Learning & Development	

## 9. Management Approval – To be completed by document owner

Version	V2	Date	15/07/2024
Document Owner	Ruth Hopwood		