

Job Description: Hard Services Coordinator



Function:	Corporate Services UK&I – Pharmaceuticals Sub Segment
Position:	Hard Services Coordinator
Job holder:	
Date (in job since):	
Immediate manager:	Technical Services Manager
Additional reporting line to:	N/A
Position location:	Speke Operations, Liverpool

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

- To coordinate and facilitate the work of the engineering team carrying out a range of activities requested via a CMMS system, or Helpdesk job request.
- Permit issuing and safety walk-downs and inspections
- Review of work in progress, manage priorities, completion times, emergencies, and deadlines to ensure satisfaction of the client and KPI compliance.
- The management of small projects from quotation to completion
- General upkeep of site and improvement works
- Continually review cost effectiveness of contract Labour and ensure all activities are carried out in accordance with health and safety legislation, GMP, internal and client site policies and procedures.
- Support and cover helpdesk and planning functions as required

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 FY:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics		▪ Role based at Speke Operations, Liverpool							

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.

- Safety Culture – ensure Health, Safety and Environmental expectations are met
- Client Relationship Management – Engaging with Pharmaceutical key clients on a routine basis.
- Planning – Planning and coordination of day to day operational activities
- Delivery of Excellence in General Administration

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

- Work order management
- Clearly demonstrate Financial Control and effective performance management
- Support delivery of Hard Services objectives for maintenance delivery
- Ensure all SOPs and processes are fully complied with
- Review all planned work requests to determine the validity and accuracy of information and engage the appropriate resources to set a preliminary priority
- Ensure the client requests are dealt with in a timely and appropriate manner and detailed requirements are fully captured at point of request
- Work with operational teams and client to plan works as required
- Manage and deliver small projects
- Create site improvement plans to include refurbishment of areas
- Continuously improve planning and scheduling by receiving feedback from Supervisors, Craft teams, production supervisors, engineers and production planners etc
- Produce reports for KPI update and other applicable management reports
- When required, attend, and run daily engineering huddles ensuring all information is up to date and any issues are brought to the attention of engineering teams etc
- Input data for asset management
- When required, assist with planning and scheduling of works via CMMS
- Liaison with client representatives to deliver planned and reactive works
- Delivering safe systems of works via permit to work system. Ensure execution of maintenance activities are in accordance with site policies and procedures including health, safety & environmental (HS&E) and Good Manufacturing Practice (GMP).
- Checking and authorising of works
- Review risk assessments and method statements
- Obtain quotes for planned and remedial works arising out of service contract visits
- Contractor co-ordination
- Maintain engineering and facilities scopes of work / SLA's
- Audit traceability
- Raise purchase requisitions as required
- Raise project notes and have oversight on project note log
- Attend team and client meetings as required to ensure excellence in service delivery
- Cover FM Helpdesk as required
- Support Management and service operations 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.

- Customer Focus – makes decisions with customer in mind and adds continued value to service delivery.
- Planning & Organising – able to prioritise and execute tasks in a high pressure environment.
- Initiative – Applies own knowledge and expertise to help develop existing process.
- Teamwork – Able to work well in a mix of client, in-house and service partner environments.
- Communication – Effective interpersonal communication skills; both oral and written

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

Essential

- Minimum GCSE education
- Experience of helpdesk duties and escalating queries
- Experience in administration activities
- Excellent customer service skills
- Positive and flexible approach to the role
- Excellent IT computing skills
- Ability to work without supervision as well as part of a team
- Willingness and aptitude to be trained in any skills gap & positive approach to learning in role
- Self-motivated and flexible approach to role
- Good interpersonal skills and ability to communicate effectively with customers, clients, and staff
- Good time management and organisational skills
- Awareness of GxP

Desirable

- IOSH or NEBOSH General Certificate
- Prince2 qualification

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

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	

9. Contextual or other information

This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

10. Management Approval – To be completed by document owner

Version	V2	Date	09-Oct-2023
Document Owner	Catherine Tierney		
V1	New JD as a result of business changes managed via consultation process on 6 th Oct 2022.		
V2 Update to include	Person Specification section updated to include ‘ Awareness of GxP’		

11. Employee Approval – To be completed by employee

Employee Name		Date	
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