

Job Description: Head of Contracts & Compliance



Function:	Universities
Position:	Head of Contracts & Compliance
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Partnership Director
Additional reporting line to:	
Position location:	University of Greenwich, Avery Hill, Greenwich & Medway Campuses. (Site based)

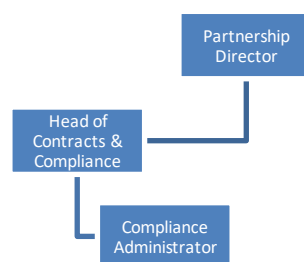
1. Purpose of the Job – State concisely the aim of the job.

- This is an exciting opportunity to work within a dynamic team of Facilities Management professionals on a varied university estate. Supporting the Partnership Director & FM Operations team to manage Statutory Compliance within area of responsibility, ensuring that we minimise any Statutory and Mandatory PPM Tasks becoming overdue.
- Manage and mitigate any identified statutory risk following consultation with the Partnership Director and Client Representatives.
- Lead on the proactive closure of any actions that result from internal and external audits. Guide the site teams on the criticality of timely closure of all remedial actions, following audits, statutory testing, statutory risk assessments or actions from service records.
- Develop clear reports and well-developed data that will enable the client to lower risk and cost of ownership and meet their strategic and tactical business objectives.

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 FY24:	€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						

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.

- Provide support to the Partnership Director to ensure a compliant estate.
- Provide support to ensure the client assets are serviced and maintained in accordance with legislation, regulations and contract obligations.
- Ensure the estate asset register is kept up to date and frequent verification checks are completed.
- Be willing to support other members of the contract team to minimise the impact on service levels and contractual obligations.
- Ensure all sub-contractors are delivering quality value for money services. Lead on the contract procurement strategy and make recommendations for change as required.
- Lead on all sub-contractor performance and report any underperformance to the Partnership Director and relevant Category Managers within Sodexo.

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

Supporting the Partnership Director with:

- Ensuring adequate control and monitoring is applied to all statutory and non-statutory activities undertaken by site teams and sub-contractors.
- Ensuring the correct sub-contractor governance is in place with full adherence to HSE.
- Ensuring consistency in process and procedures deployed in operational delivery of services across all sites.
- Functional responsibility for service delivery for ensuring compliance with all relevant statutory and non-statutory legislation/guidance and site-specific health and safety and welfare policies.
- Ensure that the sites are always statutory and contractually compliant for services delivered within scope, and robust and rigorous means of recording this are maintained.
- Contribute to the overall management of the business, develop good relationships with all persons/parties associated with Sodexo's undertakings either externally or internally.
- Assist the Site Management to ensure that processes are followed to assure the prompt provision and efficient delivery of all services at the specified time to the standards laid down in specified contract Key Performance Indicator's.
- Carry out other reasonable tasks as directed by senior management in order to meet the operational requirements of the business.

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.

- Ensure 100% compliance across the university estate.
- Ensure we have the right sub-contractors, delivering the right services across all FM disciplines.
- Provide insights that improve and reduce asset risk and liability and provide actionable insight for our clients

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

- Qualification in a building surveying, M&E engineering or construction related discipline.
- Extensive experience in statutory compliance
- Have an understanding of Computerised Maintenance Management systems (CMMS)
- Knowledge of SFG20 maintenance delivery standards
- Significant relevant experience operating at senior management level gained within a professional services environment or Estate Department.
- Member of CIOB, RICS, CIBSE, IWFM
- Extensive experience in the built environment
- Demonstrable experience in creating value from Asset Management

- Analytical approach to data led decision making.
- Have strong people management skills and the ability to support and develop other team members.
- Flexible with the ability to overcome challenges whilst looking for continual improvements to service delivery, quality driven approach.
- Ability to work across functions and with client and suppliers to achieve outcomes.
- Advanced proficiency with desktop applications (e.g., MS Word, Excel, and PowerPoint)
- Strong written and verbal communication
- Strong influencing skills

8. Competencies –

	▪ Client & Customer Satisfaction / Quality of Services provided	▪ Innovation and Change	
	▪ Rigorous management of results	▪ Commercial Awareness	
	▪ Strong written and verbal communication		

9. Management Approval – To be completed by document owner

Version	2.0	Date	07/06/2024
Document Owner	Fiona Stewart		

10. Employee Approval – To be completed by employee

Employee Name		Date	
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