

# Job Description: Head of Facilities Management



Function:	Sodexo Justice
Position:	<b>Head of Facilities Management</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Prison Director
Additional reporting line to:	Head of FM and Asset Management Justice
Position location:	HMP Peterborough

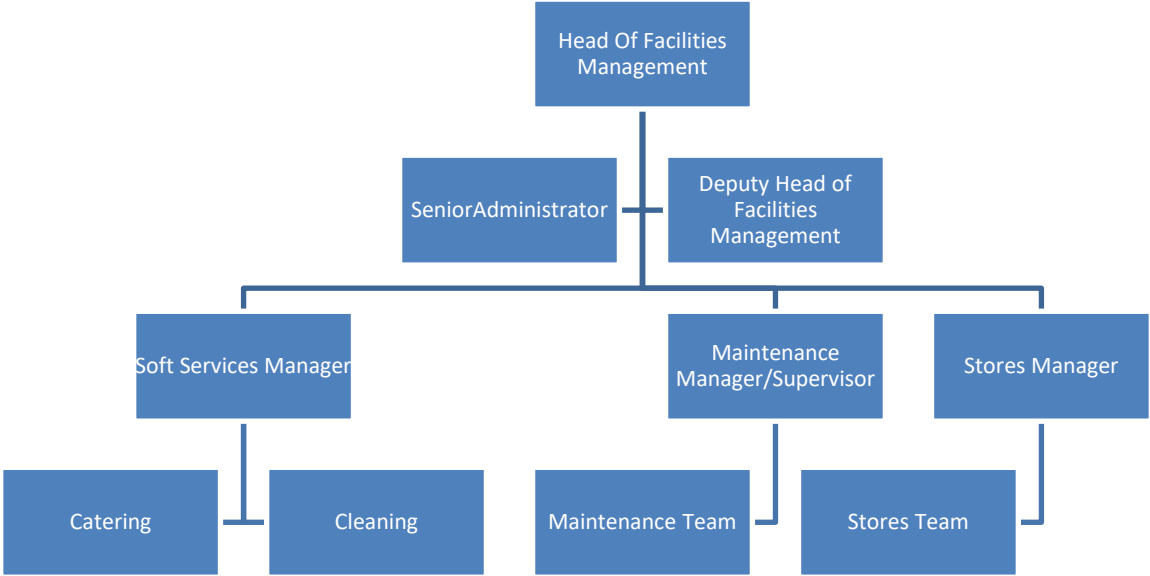
## 1. Purpose of the Job – State concisely the aim of the job.

To deliver a high-quality professional Facilities Management service in line with the contract requirements that supports the needs of the Director of HMP and the Head of FM for custodial services in ensuring that the Prison remains secure, effective and fit for purpose on a day-to-day basis and that Contractual Compliance, Planned and Reactive Maintenance, Life cycle and Projects are achieved to a high standard

## 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 FY16:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region	Workforce	tbc
		EBIT margin:	tbc							
		Net income growth:	tbc			Outsourcing growth rate:	n/a	HR in Region		tbc
		Cash conversion:	tbc							
Characteristics	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.

- Ensure that professional FM services are delivered in line with the HMP Peterborough PFI Contract and contractual compliance is achieved.
- Manage the Departments under your supervision controlling budgets and KPIs
- Ensure that all Works and Maintenance Activities comply with current statutory legislation and Codes of Practice and that the Prison site and its buildings remain secure, effective and fit for use.
- Ensure that the Prison is kept in good structural and decorative order and that lifecycle expenditure for refit and replacement of assets is managed in accordance and contractual requirements.

- Ensure that compliance with ISO 9001 and 14001 for Facilities Maintenance and Environmental Assurance is maintained for HMP Peterborough
- Develop and maintain a Sustainable Environmental Strategy for HMP Peterborough FM services;
- Manage a multi-disciplinary team of Facilities Management staff ensuring that staff PDR's are in place, all staff have job descriptions, objectives and personal development plans that support the needs of the individual
- Maintain a sound system of internal control for HMP Peterborough Facilities Management annual and lifecycle Budgets, ensuring the efficient and effective management of and accurate accounting for delegated financial resources

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

- The Facilities Management function at the Prison will be perceived by the Director of the Prison as well as the Head of Facilities Management providing an active and visible presence.
  - Monthly and Quarterly Management Information Reports will demonstrate full compliance with the PFI Contract and performance arrangements for FM matters including planned preventative and reactive maintenance. Life cycle, statutory compliance and planned projects.
  - Regular Health and Safety Audits on FM services will identify no major non-compliances
  - Monthly Finance Reports will be provided accurately and in a timely manner to the Prison Business Manager with explanation of any variances +/-5% against forecast and Annual Out turn performance will be within +/- 2%
  - Full compliance with the agreed Lifecycle Process with all Lifecycle Works Reports, Condition Surveys and Asset Replacement Programmes completed without major revisions on time.
  - Regular Audits of ISO 9001 and 14001 compliances will identify no major non-compliances
- People**
- Select, recruit, and induct the right team.
  - Develop your people and ensure succession planning.
  - Measure the performance of your people by giving feedback and reviewing and completing appraisals.
  - Manage poor performance
  - Communicate regularly – monthly meetings and daily face to face team briefing.
- Client**
- Ensure you deliver your operation to the service standards agreed in the contract.
  - Produce monthly formal review
- Finance**
- Complete the FM budgets and forecasts.
  - Protect the company's profit by delivering your Sodexo budget each month.
  - Ensure life cycle budget is monitored and kept within forecast
- Business Improvement**
- Be proactive in overcoming barriers to success.
  - Provide feedback on how we can improve our performance.
  - Networking – keep appraised of best practice within the industry by maintaining contact with professional bodies in other market sectors.
  - Responsible for driving Continuous Improvement

## 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.

- Effectively manage the quality and compliance of FM services across the Prison to interface with Department leads and to ensure all service standards are delivered or exceeded.
- Manage Forward Maintenance programme and life cycle ensuring business cases and projects are completed.
- To be the single point of contact with site level contact for the escalation of service failure
- Provide direction and expertise to the FM team by promoting Sodexo strategies and best business practices in order to uphold the Company mission and values
- Motivate and lead a high performing team to achieve their objectives and the Sodexo strategy

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

### Essential

- Change management and performance management experience A progressive, dynamic and flexible approach to delivery of FM Services including Life cycle, Catering and Stores.
- A proven track record of Customer Relationship and Financial Management.
- An experienced senior FM professional that is trained in Health and Safety to IOSH Level II standard and has extensive knowledge of Method Statements, Risk Assessments, Safe Systems of Work, Building, Electrical and Mechanical Regulations.
- Ability to analyse and resolve problems, develop opportunities and implement innovate solutions/approaches
- Demonstration of high performing team work, implementing initiatives and working on own judgement and decisions.
- A working knowledge of MS Word, Excel and Project.
- Good working knowledge of CAFM.
- Ideally technically qualified to HNC/ONC in a building/engineering subject, BIFM Level 4.

### Desirable

- Strong Soft Services Experience especially within Catering and Logistics.
- Conversant with operating an Environmental Management System.
- Experience of working in a secure environment.
- Able to demonstrate personal self-development and the development of the team.

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

<ul style="list-style-type: none"> <li>▪ Growth, Client &amp; Customer Satisfaction / Quality of Services provided</li> </ul>	<ul style="list-style-type: none"> <li>▪ Leadership &amp; People Management</li> </ul>
<ul style="list-style-type: none"> <li>▪ Rigorous management of results</li> </ul>	<ul style="list-style-type: none"> <li>▪ Innovation and Change</li> </ul>
<ul style="list-style-type: none"> <li>▪ Brand Notoriety</li> </ul>	<ul style="list-style-type: none"> <li>▪ Business Consulting</li> </ul>
<ul style="list-style-type: none"> <li>▪ Commercial Awareness</li> </ul>	<ul style="list-style-type: none"> <li>▪ HR Service Delivery</li> </ul>
<ul style="list-style-type: none"> <li>▪ Employee Engagement</li> </ul>	
<ul style="list-style-type: none"> <li>▪ Learning &amp; Development</li> </ul>	

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

Version	Version 3	Date 05/10/2023	
Document Owner	Phil Rose		