

Job Description:   
Regional Technical Director

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| Function: | | | | Manager | | | | | | | | |
| Job: | | | | Regional Technical Director | | | | | | | | |
| Position: | | | |  | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Director of Technical Services (Corporate Services) | | | | | | | | |
| Additional reporting line to: | | | | Designated Account Directors/Managers | | | | | | | | |
| Position location: | | | | As directed for one of three defined geographic areas. | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * To provide operational assurance and site-based support to teams in the conduct of technical services for the delivery of Integrated Facilities Management. It is designed to help operational leaders identify and manage risk whilst having sufficient presence to support innovation and opportunities to improve. Successful conduct of this role will ensure profitability, legal compliance, reputational enhancement and growth. * This is also a client facing role concerned with the strategic and operational success of the Segment, through technical excellence, excellent communication maintaining statutory compliance to time, cost and quality. | | | | | | | | | | | | |
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| 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 | N/A | | EBIT growth: | | N/A | Growth type: | N/A | Outsourcing rate: | N/A | Region Workforce | N/A | |
| EBIT margin: | | N/A |
| Net income growth: | | N/A | Outsourcing growth rate: | N/A | HR in Region | N/A | |
| Cash conversion: | | N/A |
| Characteristics | | * Assuring operational excellence in delivering technical services. * Supporting site teams in their delivery of contractual and legal commitments. * Assisting with establishing Sodexo as a market leader in IFM. | | | | | | | | | | |

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| **3. 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. |
| * This is a supporting role that requires mature levels of leadership and technical competency in order to provide operational assurance for best-in-class service delivery. Setting and maintaining the highest of professional standards, the holder of this role shall operate with integrity to help account leaders manage risk and identify opportunities to further sustain our client’s everyday business. The key areas of focus will be:   1. Supporting site-based teams by instilling a zero-harm mindset.   2. Advise and guide account-based staff on best practice use of vendors to remain budgetary compliant and financially responsible.   3. Provide technical leadership ensure sufficient competency at site level whilst supporting technical staff coaching, mentoring and training.   4. Engage with all parts of the Sodexo community to improve our collective awareness business efficiency and continuous improvements.   5. Support operational leadership in developing the most positive and progressive cultures. |

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| 4. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Positive engagement with site-based teams and central Sodexo supporting functions for operational compliance and technical excellence. * Conduct audits in line with agreed schedules to assist in operational assurance for periodic reporting and ad hoc assessments of issues at site level. * Engage with site technical staff to help with competency assessment, training and appointments as well as providing guidance on training and development opportunities and help develop a technical community of practice. * To monitor and support the site based employment of apprentices where deployed. * Become proficient in all relevant Sodexo technical policies and standards so that those instructions are correctly disseminated, maintained and understood for all concerned. * Being part of escalation response procedures in the event of emergencies requiring technical support including ‘out of hours’ as appropriate. * Ensure safe working practices are maintained at all times, by Sodexo and its contractors, by correct use of Safe Systems of Work, including RAMS, LOTO, etc. * Assist and lead periodic reviews with selected suppliers as part of our supply chain management efforts. * Initiate and lead investigations as appropriate. * Collaborate with relevant stakeholders to foster positive and constructive relationships. * Provide technical advice and guidance on operational issues affecting OPEX and CAPEX spend by supporting production of Forward Maintenance registers and Life Cycle Asset Management Plans. * Support project teams by providing technical subject matter expertise as appropriate. |

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| 5. 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. |
| * Accountable to the Director of Technical Services for the quality of maintenance and technical services delivery, in accordance with Sodexo agreed practices and process. * Accountable to account leaders functionally for ensuring all identified risks and issues are dealt with integrity, expeditiously, and solutions focused to protect our clients’ operational interests. * Responsible for ensuring a safety culture is embedded to meet Sodexo’s Health, Safety, Environment regulatory and contractual requirements. |

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| 6. 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. |
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Engineering competence with NVQ level 5 or equivalent qualifications, in relevant technical discipline. * Attained or working towards professional accreditation with a recognised body (e.g. IET, RICS, IWFM, etc). * Demonstrable engineering skills, with knowledge of engineering compliance and engineering standards best practice. * Demonstrable ability to prioritise and problem-solving technical issues, often under pressure, utilising innovative solutions as required. * An accomplished manager people management experience aligned to comply with health and safety standards and safe systems of work. * Demonstrable understanding of current and changing legislation and best practice area of discipline. * Demonstrable customer services experience and interpersonal skills, especially that associated with Corporate Segment clients. * IT literate and competent in using typical office related applications and Computerised Maintenance Management Systems. Experience of Maximo is desirable. * Demonstrable practical experience with commercial and financial aspects of managing suppliers and subcontractors. * Demonstrable understanding of business case development and delivering minor technical projects. |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires | |
| Customer focus | At least NVQL5 in technical discipline. |
| Resourcefulness | CEng/IEng or working towards accreditation |
| Being resilient | Membership of a relevant professional body |
| Communicates effectively |  |
| Ensures accountability |  |
| Builds effective teams |  |

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| 9. Management Approval – To be completed by document owner | | |
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| Document Owner | Dir Tech Services |  |
| Document Authoriser | Dir Tech Services |  |