

# Job Description:

## Health & Care -Technical Services Manager



Function:	Hard FM (Estates) Healthcare
Position:	Technical Services Manager
Job holder:	Yes
Date (in job since):	September 2023
Immediate manager (N+1 Job title and name):	Technical Director
Additional reporting line to:	Not applicable
Position location:	Segment role – Hybrid with regular site visits

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

The Technical Services Manager has the responsibility for all Asset Management & Technical Standards production, review and management. You will work with all contract Heads of Estates and their teams to assure compliance to the Segment Asset Management Plan (SAMP), and the production & mobilization of the site's Local Asset Management Plan (LAMP).

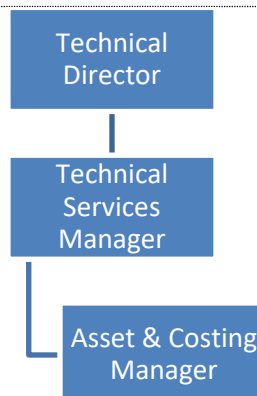
The role includes continuous complex and hierarchy-based asset data collection workstreams formed into the PIM & CMMS, enabling agile evidence of compliance to contract and statutory technical compliance, and will form part of strategic technical working groups that works towards achieving the organisations objectives and road map.

The role reports to the Technical Director & has 1 direct report. Works with the technical team peers, and site/account leadership. This is a customer facing role requiring a high degree of presentation and stakeholder management skills.

### 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:	EBIT growth:	Growth type: n/a	Outsourcing rate:	n/a	
	EBIT margin:		Outsourcing growth rate:	n/a	
	Net income growth:				
	Cash conversion:				
Characteristics	<ul style="list-style-type: none"><li>Segment based role assisting and supporting operational &amp; commercial excellence over a £350m Health &amp; Care segment.</li></ul>				

### 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.

- Clear understanding and deployment of PFI Project Agreements and relevant schedules.
- Working closely site leaderships to assure the efficient handling of asset, services lines, and location data into the Active Plan (PIM).
- Certified transfer of accurate new technical data from Change Management Projects workstreams into the Active Plan (PIM), and descoping of retired assets & location in the CMMS (Maximo)
- Production of SOPs/LOPs/workflows to support the efficient operation of the role and company objectives.
- Key stakeholder in site “all parties” working groups.
- Prioritizing personal daily workload in relation to various projects running concurrently at different stages.
- Regular reports to the Technical Director with risks and opportunities clearly identified.

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

- Participate in the Health & Care- UK&I Professional Families working groups.
- Ensure all sites Technical Records are kept up to date and relevant in the PIM and CMMS.
- Stakeholder management and key customer focus.
- Review the sites Annual Schedule of Program Maintenance and support them to assure their plans are compliant.
- Use data and analysis output for scenario modeling and to enable effective decision making.
- Ensure data management and change control protocols are in place and audited
- To train, develop and up-skill all parties that are involved in meeting Sodexo’s objectives with relevant asset management skills
- Assess and continually improve the Segment Asset Management Plan (SAMP)
- Assure Sodexo meets the obligations of NHS Estates Code, Condition “B”.
- Administrative duties associated with the role include communication of relevant information, preparation of guidance documentation and reports as required; Where the need is identified the post holder will be responsible for the development of new procedures, policies, systems, data collection and management.
- Customer and peer technical presentations.
- Good IT skills with working knowledge of BIM / CMMS / Ai Platforms. Microsoft 365 & AutoCAD methods.

**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.

- All sites compliance to Technical Standards & Asset Management procedures
- Ensure asset management data sets and processes remain up to date and valid to meet the required outcomes.
- Deliver on all business and personal objectives.
- Develop personal skills & attributes to enable successful delivery of their role.

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

Essential

- Significant experience within a complex PFI & Consortium environment.
- Change management in business process driven culture change.
- Degree or equivalent in a recognized building engineering discipline.
- Developing and managing internal and external relationships to ensure desirable outcomes.
- Ability to work across functions and with client and suppliers to achieve outcomes.
- SMART (Specific, Measurable, Achievable, Realistic, Timebound) planning and organizational skills.
- Attention to detail, quality driven approach.
- Strong Influencing skills.
- Effective communication skills.
- Authentic leadership skills.

Desirable

- Held previous HTM Authorised Person formal appointments.
- ISO 55001 Certification.
- Personal industry Asset Management certification
- Membership of a recognized industry professional body

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

- Employee Engagement
- Brand Notoriety
- Rigorous management of results
- Growth, Client & Customer Satisfaction / Quality of Services provided
- Change and Innovation
- Team ethical behaviour, working closely with peers and leadership in an open and transparent way.
- People management.

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

Version	1.0	Date	01 May 2017
Document Owner	TW		

**10. Employee Approval** – To be completed by employee

Employee Name		Date	
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