

Job Description:

FM Systems Deployment Manager – FM Platform



Function:	Tech & Services
Position:	FM Systems Deployment Manager – FM Platform
Job holder:	Existing
Date (in job since):	
Immediate manager (N+1 Job title and name):	Senior FM Systems Deployment Manager, Nicki Spencer
Additional reporting line to:	
Position location:	

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

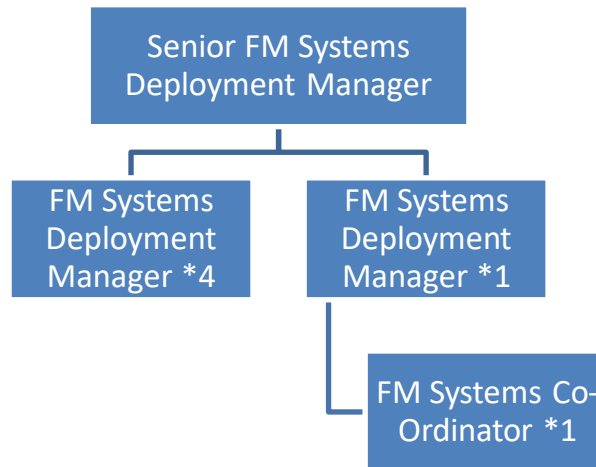
To Project Manage the deployment of FM Services CMMS systems and processes, ensuring the operational teams are capable of meeting contractual requirements through the use of Sodexo's CMMS. To manage and enforce the deployment stage gate process ensuring data and change management protocols are adhered to and deadlines are met, enabling the operational team to utilise these systems effectively to meet contractual needs, asset management services and deliver technical compliance.

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 FY23:	EBIT growth:	Growth type: n/a	Outsourcing rate:	n/a	Region Workforce
	EBIT margin:		Outsourcing growth rate:	n/a	HR in Region
	Net income growth:				
	Cash conversion:				

- Team includes headcount of 6
- Team will be managing up to 20 discreet deployment projects at any one time
- Individual deployments typically last 3 months with stabilisation a further 3 months

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.

- Managing the expectations of staff who are being exposed to change of both organisation and IT system simultaneously
- Promoting use of systems to ensure we achieve the contract's compliance targets.
- Differing levels of hard and soft services understanding by operational staff
- Change of contract scope or timeframes
- Managing large volumes of data and manipulating into templates via excel
- Ensuring both internal and external communication are clear, accurate and concise.
- Collaboratively working with a variety of stakeholders with differing needs and capabilities
- Managing internal departments to ensure all project requirements are met and exceeded within agreed timeframes

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

To deploy a CMMS solution that meets the technical requirements of the contract:

- Chair stakeholder touchpoint meetings, co-ordinate and provide updates from key teams across all platforms
- Be able to report on progress with deployment activity by creating and implementing a project/stabilisation plan and managing the actions tracker and risk register
- Complete the upload templates and review returned asset data sets from various teams or external contractors and prepare for loading onto standard GM deployment data capture templates in line with standard validation criteria, ensuring to obtain relevant stakeholder approval.
- Liaise with FM Systems training team to create training plan for contract and agree dates for training in line with Go Live
- Liaise with the site local asset management team to build planned maintenance in line with agreed contractual asset management strategy
- Provide 'peer review' validation certification for other deployment team members

- Ensure an excellent working knowledge of the most recent system functionality is maintained at all times
- To support system development and testing when necessary
- Provide ad hoc system data change management updates as and when required
- Mentor and give guidance to System Deployment Co-ordinator
- Work closely with the wider Asset Management and Tech & Services teams to standardise processes and identify continual improvement opportunities
- The training and delivery of various CMMs systems as and when required
- Travelling required from time to time to support with Go Live activities

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.

- Successful deployment of business systems in line with Sodexo processes within allocated timeframes as set by the business
- A seamless end to end stage gate process that provides direction and training to operational teams to meet the expectation of Sodexo's Clients
- All stakeholders are informed of deployment progress, risks, issues and dependencies
- Excellent, trusted relationships with key stakeholders
- Translating data into actionable insights to improve the overall employee experience.

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

- Experience of project managing and co-ordinating implementation of digital business systems
- An understanding of project management practices
- Acumen with managing multiple projects at any one time.
- Excellent planning and organisational skills
- Attention to detail, quality driven approach
- Excel proficiency with strong data manipulation skills
- Ability to communicate with all levels of the organisation
- Ability to work on own initiative and self-manage time
- Strong Influencing skills
- Good judgment and decision-making skills.
- A self-driven leader who wants to enhance colleague and client deployment experiences. To foster a culture of trust, teamwork, and continued improvement both personally and professionally.
- Thrive in a fast-paced environment with rapidly changing priorities
- Good knowledge of how CMMS data and processes support hard services delivery
- Good knowledge of hard services facilities management

Desirable

- An understanding of Asset Management Systems/ISO55001
- Change management experience
- Knowledge of helpdesk functionality

Other relevant information

- This is not a system installation/configuration/architectural or development role.
- 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.

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
- Planning and Organising

9. Management Approval – To be completed by document owner

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Document Owner	Nicki Spencer/Jen Shaw		