

Job Description:   
Technical Services Manager

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| Function: | | | | Operations – Agencies & PPS (Government) | | | | | | | | |
| Position: | | | | Technical Services Manager | | | | | | | | |
| Job holder: | | | | TBC | | | | | | | | |
| Date (in job since): | | | | 1st May 2025 (TBC) | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Contract Director | | | | | | | | |
| Additional reporting line to: | | | | TBC | | | | | | | | |
| Position location: | | | | National – Covering West of England & Scotland and Northern Ireland | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| Reporting to the Contract Director and working closely with the operational Contract Leadership Team (CLT), you be responsible for leading a team of Hard FM Supervisors to deliver Hard FM and compliance across the Client Estate.  This will encompass all aspects of technical services including supporting the Workplace Experience Managers and the management of in-house Hard FM Supervisors and Engineer resource and outsourced resources / subcontractors, and the effective management and delivery of planned preventative maintenance (PPM) programs, responding to the ‘reactive’ needs of the client, to ensure continuous improvement and financial performance within agreed budgets.  Ensuring outstanding service delivery and maintaining 100% compliance.  Main responsibilities include:   * Achieve and maintain 100% compliance, and Client KPI’s. * Leading the directly employed Hard FM team and our subcontractors in the delivery of statutory compliance activities, including PPM and reactive works. * Develop the annual PPM Programme and its delivery. * Design and deploy Hard FM continuous improvement initiatives. * Build the annual budget and forecast for the Hard FM service delivery. * Provide monthly reporting. * Act as the responsible person. * Developing and maintaining the Forward Maintenance Register (FMR). * Deploying Sodexo’s Technical Services Framework. * Support the Regional Operations Manager and Hard FM Supervisors with operational requirements. | | | | | | | | | | | | |
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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 FY25  £TBC |  | | Debt recovery: | |  |  |  | Stat Compliance | 100% | Turnover Targets | Yes | |
| P&L margin: | |  |
| Stock Holding: | |  | Organic Growth | Annual Budget | Absenteeism Target | Yes | |
| KPI Measurements: | |  |
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Draft. Version: 27-03-2014

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| 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. |
| Contract Director  Regional Operations Manager  **Technical Services Manager**  Authorising Engineers  FM Delivery Teams |

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| **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. |
| * **Leading the technical services** – providing confident, visible leadership, ensuring all technical standards are set and delivered. * **Delivering on Financial and Operational Targets** – Ensuring that committed statutory compliance targets and KPI’s are met or exceeded. Based on the PPM plan and any known billable works or variations build the annual budget for the Hard FM service. * **Team Management** – Selecting, managing, engaging and developing highly performing and diverse operating teams, with right skills and capabilities. Considering opportunities to create equity to ensure the workforce reflects the Client workforce and wider society. * **Client Relationship Management** – Engaging with Client stakeholders on a routine basis and lead by example in providing contract/relationship management. * **Strategy and Planning** – Developing and deploying the PPM, FMR and asset strategy. * **Delivery of Excellence in Risk, Compliance and Quality Management** – Ensuring the protocols, processes and capabilities are in place to deliver all technical/regulatory requirements for the safe and commercial on-going management. * **Drive a zero-harm mindset –** Leading by example and ensuring compliance with3 checks for safety and the 7 safety nets. * **Foster a Continuous Improvement mindset** – encourage proactive problem solving and innovation in collaboration across Sodexo teams, suppliers and other lot supplier. * **Supporting a Net Zero Carbon reduction plan** – ensuring action is taken to deliver on NZC, sustainability and social impact initiatives, through technical services. |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Provide technical guidance to the Workplace Experience Manager and Hard FM team. * Ensure ownership of escalated issues. * Ensure that all technical services are delivered safely, and in accordance with the Sodexo Zero Harm mindset. * Lead a team of directly employed and sub-contracted resources to undertake all statutory tests, inspections, and maintenance works. * Being responsible to achieve and maintain 100% compliance. * Lead the Hard FM team and our selected subcontractors in the delivery of statutory compliance activities, including PPM and reactive works. * Report to the Client on statutory compliance and adherence, risks, and issues. * Develop the annual PPM Programme and its delivery. * Design and deploy Hard FM continuous improvement initiatives. * Provide monthly reporting on asset management. * Conduct service delivery audits, management supervisory audits and sub-contractor audits; taking ownership of the outputs and actions. * Act as the responsible person in relation to fire safety including maintenance and testing activities. * Responsible for lifts & hoist systems including working closely with our specialist sub-contractors. * Work alongside the Clients Security provider to agree and deliver a maintenance regime including working closely with our specialist-sub contractors. * Being responsible for leading asset verification, data validation and asset management over the contract term. * Responsible for developing and maintaining the Forward Maintenance Register (FMR) across all Hard FM service lines, considering industry best practice. * Deploying Sodexo’s Technical Services Framework, to include operational controls and maintenance checklists. * Working with the wider Sodexo Technical Services team including Authorising Engineers (AE’s) and Subject Matter Experts (SME’s) to define training, risk assessment process, Safe Systems of Work (SSoW), and operating procedures. * Participate and work collaboratively with the Supplier forum, to work with the other lot provider to identify and scope continuous improvement opportunities. * Support the Regional Operations Manager and Hard FM Supervisors with emergency responses, business continuity and disaster recovery implementation. * Ensure the delivery of Hard FM services meets all latest industry best practice, changes to legislation, codes of practice, building regulation and other policy changes which may impact on our statutory obligations. * Delivery of billable works and small projects, and collaboration with the Project manager with larger schemes. * Work with supply chain colleagues to identify and secure best fit and most suited supply chain requirements and needs across the business area to fulfill economic and quality value release. * Work closely with central colleagues for reporting, systems, safety and statutory compliance. Disseminating this to those individuals employed in the delivery of services to the Client site. |

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| 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. |
| * Oversight of adherence to Health, Safety, Environment and Quality regulations and contract requirements. * Delivery of the service in line with forecasted budgets. * Strategy and planning including PPM and FMR. * Stakeholder relationships – internal and external including other lot provider. * 100% Statutory Compliance, measured through the maintenance records, management reporting and insights. |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| ***Essential***   * Qualified at Degree level in either Mechanical or Electrical Engineering/Building Services OR relevant work experience and supporting qualifications. * Demonstrated previous experience of management of Hard FM / Technical Services Contracts * The ability to manage change where required, working within a variety of Client and Sodexo stakeholders, building excellent work relationships across teams that builds trust, confidence and teams. * Have experience in coaching and influencing teams. * Services management experience of people and commercial issues. * Good communication skills with the mental agility to ‘think on feet’ and provide convincing practical solutions. * Strong analytical skills with a strong bias towards P&L financial management. * Intelligent approach to performance monitoring including relevant experience. * Proficient IT skills, including Excel, Word & Microsoft office and CAFM/CMMS systems & PowerBI.   ***Desirable***   * Preferably NEBOSH Qualified * Professional Member of WFIM * Proven experience as an Engineer in Building Services within prestigious environment. * ONC/HNC Qualification and any relevant qualification in all aspects of Building Services and Mechanical engineering * Must have team working experience and excels at motivation of small teams under substantial pressure. * Must have ability to think clearly in extreme circumstance. * Self-motivated and resourceful * Well organised and good prioritisation and planning skills * Engineering skills, with knowledge of engineering compliance and engineering standards best practice * Capable of prioritising and problem-solving technical issues, often under pressure, utilising innovative solutions as required * People management experience aligned to comply with health and safety standards and safe systems of work * Customer services experience and the ability to communicate at all levels * IT skills using Microsoft Office applications and Computerised Maintenance Management Systems * Practical experience of working with, and improving, Helpdesk procedures and workflow requirements * Practical experience with supply chain management * Develop, manage and deliver minor engineering project * Engineering competence with NVQ level 5 or equivalent qualifications. |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client & Customer Satisfaction, Quality of Services Provided | * Rigorous Management of Results | | * Leadership and People Management | * Innovation and Change | | * Brand Notoriety | * Commercial Awareness | | * Business Consulting | * Employee Engagement | | * Impact and Influence | * Creative Problem Solving | | * Quality Focus | * Organisation and Planning | |

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| 9. Management Approval – To be completed by document owner. |
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| 10. Employee Approval – To be completed by employee. |
| 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.  I can confirm I have read the full content of my job description and understand the requirements of this role:   |  |  | | --- | --- | | **Employee Signature** |  | | **Date** |  | |