

Job Description: Facilities Manager



Function:	FM
Position:	Facilities Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Michael Young
Additional reporting line to:	Jim McLean
Position location:	Beath High School & Queen Anne High School

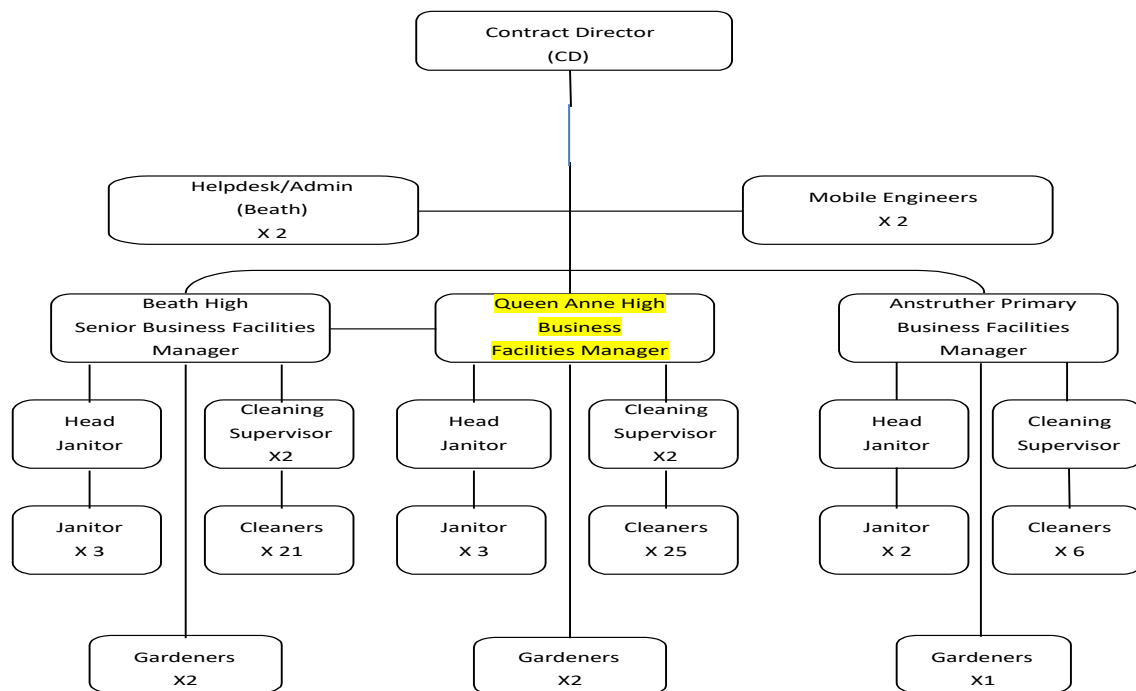
1. Purpose of the Job – State concisely the aim of the job.

- To be responsible for assisting with the management of hard service delivery at Beath High School and Queen Anne High School forming part of the Fife Schools PPP.
- Act as operational interface between the client(s) and the Contract Director.
- Day-to-day liaison with the Head teacher and School Representative.
- To be responsible for producing monthly contract reports for the client, raising monthly invoices, producing annual PPM schedules and Lifecycle plans.
- Managing the CAFM system (PlanetFM) raising new and amending PPMs.
- Line Management responsibility for the administration/Helpdesk personnel also assisting with the management of the onsite Janitorial and site maintenance services staff.
- The role will also involve responsibility for contractual and Statutory compliance across other Education contracts as directed by the Contract Director.

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 FY2026:	EBIT growth:	TBA	Growth type:	Outsourcing rate:	Region Workforce
	EBIT margin:	TBA			
	Net income growth:	TBA		Outsourcing growth rate:	HR in Region
	Cash conversion:	TBA			
Characteristics					

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.

- Working in conjunction with Fife Council and the SPV management team (New Position)
- Challenges of delivering multiple disciplines across two schools
- Demanding, ever-changing work environment.
- Ensuring the Helpdesk runs efficiently, ensuring calls and PPMs are closed in a timely manner.
- Collating information from others for inclusion in client reports, ensuring invoices are raised correctly and in a timely manner.

5. Main assignments

- Management and monitoring of all Hard Service self-delivery and subcontractors:
 - To ensure that both SLA's and KPI's are being delivered to the required contract standard
 - To conduct contractual and ad-hoc auditing and monitoring of all services to ensure required standards are being met
 - To produce accurate and relevant information to ensure monthly reporting is completed within contractual timescales

- Management of Sodexo Site services team, Helpdesk operations, maintenance Technicians and assist with management of cleaning services across the schools as well as management of sub-contractors.
- Management of water hygiene across all sites in-line with ACOP L8 and industry good practice
- Build solid relationship with SPV Manager and other stakeholders to ensure Sodexo's interests are protected.
- Establish key relationships with Contract Representatives from the Local Authority and Schools.
- Attend meetings with Stakeholders to monitor and improve service delivery.
- Ensure the Site Team remember that they represent Sodexo, and their manner must be courteous and professional at all times.
- Ensure the contract is delivered to agreed budgetary parameters and manage monthly financial commitment and maximise revenues and optimise overall expenditure across the contract.
- Delivery of hard and soft services including 'front line' repair and/or establishment of reactive M&E requirements.
- Ensure that all aspects of service outputs are delivered to comply with the Operating Contract, Statutory legislation and good working practice at all times to ensure that H&S management obligations are not compromised in respect of the delivery of all FM services
- Ensure that works are delivered in a timely manner to avoid PMS and Unavailability deductions, along with effectively managing in-house and outsourced resources to deliver both hard and soft services.
- Work with Finance, Commercial and Procurement Teams to ensure that all works are undertaken by the most cost-effective manner using either self-delivery or subcontracted services.
- Bring previous supply chain knowledge to assist in the development of a high performing supply chain.
- Build relationships with service partners and attend regular planned meetings where appropriate and ensure full co-operation as and when required.
- Manage sub-contractors and suppliers in conjunction with contract documents and client requirements.
- Encourage, motivate & develop site-based teams, monitor progress, undertake performance reviews.
- Achieve and improve KPI objectives for the contract organisations and internal service provision assigned to carry out duties, this will include that all contractual self-monitoring audits are completed to an agreed standard by site teams and sub-contractors
- Quality and performance management of all services including monthly performance reporting, both internally and externally, and maintenance of the site document registry.
- Maintain FM management systems for site-based operations to ensure that jobs are appropriately logged and reported.
- Production of Annual Plans and documentation in line with the contractual requirements.
- Resourcing and managing project work including, but not limited to, equipment upgrades and building and M&E asset replacements.
- Liaise with all levels of the organisational hierarchy.
- Liaison with, and reporting to, the customer within the agreed reporting process.
- Ensure the cultivation of innovation and best practice and share across the wider business unit.
- Be available to respond and deal with any incidents that occur during out of normal hours emergency situations as part of a staff on-call rota system, along with being obtainable via phone 24/7.
- Oversee Contract and Statutory Compliance across other Education sites including travel to undertake monitoring as required.
- Support the wider Education contracts with timely close out of internal and external audit actions.
- Deputise for the Senior Facilities Manager as directed.
- Recruit, induct, motivate, manage, train and develop all employees following Sodexo HR policy and guidelines
- Manage employees using the Sodexo performance review processes, talent development and succession planning.
- Role model the focus on five behaviours to improve engagement, enhance performance and retain Investors in People accreditation
- Manage labour in line with productivity models, policies and procedures
- Build personal effectiveness in all situations
- Carry out operational shifts and support other areas of the business as required.
- Ensure all employees and sub-contractors follow Sodexo seven-point safety net including the three checks for safety process.

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.

- Ensure Statutory and Mandatory Compliance across the contract
- Ensure that all services are delivered against agreed SLA's and KPI's
- Ensure that all services are delivered in a cost effective and efficient manner
- Develop and maintain positive relationships with Schools, Local Authority and SPV
- Completion of all monthly reports as directed by senior management, including invoicing

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

Essential:

- Previous experience of management of FM teams and contractors
- Demonstrable technical experience and/or qualification in building services
- Ability to influence change where required
- Ability to interpret and utilise financial and commercial information.
- Customer-facing attitude and excellent team building and people management skills
- Excellent communication skills with the mental agility to 'think on feet' and provide convincing practical solutions
- Strong analytical skills and attention to detail
- Self-motivated and able to work on own initiative within a team environment
- Intelligent approach to performance monitoring including relevant experience
- Resilience when dealing with difficult and challenging people and complex situations
- Proficient IT skills, including Excel, Word & Microsoft Office
- Available to respond to out of normal hours emergency situations
- Hold a current IOSH or equivalent certification
- Must satisfy a Disclosure Scotland PVG check

Desirable:

- Previous experience within the PFI arena, preferably in the Education sector
- Experience in report writing.
- Experience of working to ISO 9001, ISO 14001 and OHSAS 18001
- Professional Member of BIFM
- Preferably NEBOSH qualified

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	■ Leadership & People Management
■ Rigorous management of results	■ Innovation and Change
■ Commercial Awareness	■ Learning & Development
■ Employee Engagement	

9. Management Approval – To be completed by document owner

Version	1.0	Date	27/10/2025
Document Owner			