**EXPERTISE**

Job description

## Head of OPerations – Integrated Facilities Management

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| Function: | Operations (Sodexo Corporate Services Segment) |
| Position:  | Head of Operations – Integrated Facilities Management |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager  | Account Manager |
| Additional reporting line to: | N/A |
| Position location: | Newbridge, Kildare |

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| 1. Purpose of the Job |
| Based at Diageo’s new state-of-the-art brewery in Newbridge, Co. Kildare, this Head of Operations role will lead the end-to-end delivery of Integrated Facilities Management services in a complex, high-volume brewing environment. The postholder will be accountable for ensuring safe, compliant, and efficient operation of all workplace services that fall within our scope of delivery and underpin production in a GMP-sensitive setting. Acting as the senior operational lead on site, you will combine strategic leadership with hands-on delivery, ensuring that critical assets are maintained to the highest standard, cleaning and hygiene services are consistent with food-grade expectations, and the site operates as a benchmark for safety, compliance, and sustainability.You’ll be accountable for the financial performance of the site, supplier management, statutory compliance, and identifying opportunities for added value and growth. Collaborating closely with the Sodexo regional support teams and national support functions, you’ll ensure consistent, high-quality service that meets both contractual obligations and the evolving needs of the client. |

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| 2. Organisation chart |
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| 3. Main assignments |
| **Client & Contract Management*** Act as the primary FM interface with Diageo, aligning facilities services to production priorities and GMP requirements.
* Oversee day-to-day delivery of hard and soft services, ensuring integration with brewery operations.
* Drive mobilisation, stabilisation, and ongoing service development for a new-build, high-complexity site.

**EHS & Compliance*** Lead a culture where safety and food-safe GMP practices are second nature.
* Ensure statutory and regulatory compliance across building services, fire safety, and workplace safety.
* Maintain robust audit trails, permits, and records, with proactive risk management tailored to a live brewing environment.

**Technical & Maintenance Services*** Oversee delivery of planned and reactive maintenance services for critical site assets that fall within scope.
* Lead lifecycle planning and asset strategy to optimise performance, availability, and cost efficiency.

**Cleaning & Soft Services*** Ensure delivery of specialist cleaning and hygiene services across production and GMP areas.
* Oversee soft services including security, grounds, waste management, and catering support.

**Financial Performance*** Own budgets and financial performance, balancing cost control with service delivery.
* Implement efficient service models that leverage data insight to reduce downtime, increase first-time fix rates, and maximise asset value.

**People Management*** Lead, coach, and develop a multi-disciplinary team across technical trades, cleaning, and support services.
* Ensure competency frameworks are in place, particularly for Authorised and Competent Persons managing critical systems.

**Continuous Improvement*** Identify proactive and risk-based approaches to deliver value.
* Identify operational and sustainability improvements that enhance energy, water, and waste performance, supporting Diageo’s environmental commitments.
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| 5. Accountabilities |
| * All facilities services (hard FM, cleaning, security, catering, waste, grounds) delivered to contract requirements and GMP standards.
* Zero compromise on statutory, regulatory, and food-safety compliance.
* High availability of critical production support systems.
* Strong client engagement and retention through value delivery and innovation.
* Operational data and asset records maintained accurately to support audits and lifecycle planning.
* Site recognised as a best-in-class FM operation supporting world-leading brewing output.
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| **6. Person Specification** |
| **Essential*** Degree-level education in a relevant subject such as engineering, business, management and leadership.
* Demonstrable experience working within a manufacturing environment, in particular, experience of GMP compliance.
* Health & Safety qualified – IOSH or NEBOSH certified.
* Minimum 5 years’ experience in a senior management / leadership position, managing large multi-functional, high-performing teams in an Integrated Facilities Management setting.
* Strong problem-solving skills with the ability to remain calm and decisive under pressure.
* Sound understanding of project works and sub-contractor management.
* Decisive and proactive, with a can-do attitude and a sense of ownership.
* Excellent interpersonal and customer service skills.
* Strong PC skills including MS Office, Outlook, and SharePoint.

**Desirable*** Professionally qualified with a recognised Electrical, Mechanical, or Building Services qualification.
* Experience mobilising FM services in a new-build industrial environments.
* Experienced in delivering small to medium-sized project works in compliance with PSDP regulations.
* Relevant professional body membership.
* Experience in Legionella and Water Quality Management.
* Proficiency in Asset Management practices.
* Experience of Authorised Person safe systems of work.
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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