

Job Description: Hard Service Project Manager

Function:	Service Operations – Hard FM Services
Job:	Project Manager / PMO
Position:	Project Manager / PMO
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Project Lead
Additional reporting line to:	Head of Hard Services
Position location:	Home based

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

- Management and delivery of Hard Service Project works
- Review project requests, analyse information and comment on feasibility and deliverability, manage expectations,
- To control all aspects of project delivery, liaising with; clients, end users, accounts, operations and senior team colleagues.
- Ensure adherence to process and governance
- Take an interim lead in the delivery of PMO services to the internal team and wider business segments

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 FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics	<ul style="list-style-type: none">Expected annual responsibility approx. £1 – 3 million.Margin set by segment contract usually 10-15%								

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.

- Review and sense check scope, solution delivery challenges, support scope development to best achieve client goals
- Control works and contractors, ensuring best practice Health and Safety. Making sure the project meets budget and time constraints.
- Manage risks, set out any identifiable risks, share with management team and allocate appropriate Risk owners.
- Ensure works meet all legal and compliance standards
- Support segments in a professional manner, aiding decision making, cost management and governance.
- Take a functional lead in the day to day management of the GSPM / PMO tool
- Drive advocacy in the PMO and support the team in growing this role into a full time role.

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

- Hard Service Project Management
- Maintain good client relations internal and external
- Present and provide professional service at all times

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.

- Project risk; design, cost, compliance considered, reported and mitigated
- Effective organisation, co-ordination and planning
- Project programmes managed and delivered
- Project completed on time and within contractual timescales
- Governance & process adhered to and demonstratable via GSPM

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

- Degree / HND in a construction / building services / surveying /project management discipline.
- Experience in end to end delivery of construction / maintenance projects in a client facing environment.
- Proven experience of Project Management, ideally in consultancy style environment.
- Supply chain management experience
- Ability to keep focus on day-to-day performance whilst simultaneously pursuing longer-term opportunities.
- Experienced in managing budgets and project finance.
- Knowledge of construction specific H&S.

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

▪ Brand Notoriety	▪ Commercial Awareness
▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Rigorous management of results
▪ Employee Engagement	▪ Innovation and Change

9. Management Approval – To be completed by document owner

Version	V.3	Date	
Document Owner			