

Job Description: Command Center Work Scheduler and Planner



Function:	Command Center
Job:	Command Centre Work Scheduler and Planner
Position:	
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	
Additional reporting line to:	Command Center Team Leader
Position location:	

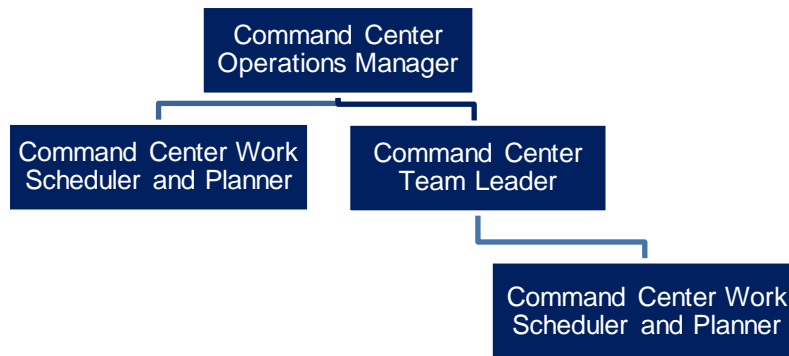
1. Purpose of the Job – State concisely the aim of the job.

- The Work Scheduler and Planner will schedule Planned Preventative Maintenance (PPM) and reactive works.
- They will interact with Customers and Vendors ensuring a prompt, professional and efficient service, in terms of initial response (e.g. via telephone, email message), accurate recording of requests for service and escalating problems before they become issues.
- They will manage the work orders through to completion and escalate any issues.

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"> ▪ Staff: N/A ▪ Financial: N/A 							

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.

- Schedule reactive and planned work to Site Delivery Teams, Engineers and Third-Party Suppliers.
- Proactively manage work through to completion.
- Ask the right questions for each call-in order to log the correct information, not just follow scripts.
- Multi-skill and use a number of Command Center systems, e.g. Global Maximo.
- Raise and manage Purchase Orders (PO) on SAP
- Manage and revise PPM schedules and ensure compliance with mandatory and statutory regulations.
- Manage quotations.
- Knowledge and experience in Risk and Method statements would be advantageous but not mandatory.
- Update the CAFM system in relation to asset and PPM – upon approval from account

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

- To accurately record details of the Site Delivery Teams, Engineering and Third-Party Suppliers and ensure that Team Leaders are aware of situations which could develop into issues.
- To build relationships with key Stakeholders on-site and understand site requirements and specifications.
- To have a proactive approach to job tasks and responsibilities.
- To proactively manage work orders to completion.
- To work within, and to, processes and procedures, e.g. raising and managing purchase orders.
- To respond quickly and efficiently to incoming questions and requests (e.g. via telephone, email message) in line with Client service levels.
- To pay attention to detail when obtaining and inputting information.
- To have a clear and professional telephone manner.
- To achieve a high degree of Customer and Supplier satisfaction, applying logic and common sense to requests for assistance, and ensuring that identified criteria are escalated in accordance with procedures.
- To attend training and coaching sessions and incorporate any changes necessary in duties, methods, working hours and procedures.
- To identify any potential areas of improvement and highlight to the Command Center Team Leader.
- To be flexible and adaptable to change.
- To responsibly adhere to the health, safety, environmental and quality standards, policies, and procedures.
- To accurately manage and revise PPM schedules and ensure compliance with mandatory and statutory regulations.
- To accurately provide asset management support, including asset data and trend analysis.

- To work within, and to, processes and procedures, e.g. quote management.
- To perform all other duties as required.

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 that PPM, remedial and reactive works are scheduled in alignment with the contractual and legal requirements.
- Work in collaboration with the Site Delivery Team to ensure that all works are proactively managed to completion, escalating issues when needed.
- Monitor and optimize the utilization of Site Delivery Teams through effective scheduling of works.
- Use Scheduling and Planning functionalities in Maximo / other CMMS system to ensure the most efficient utilization of resources (based on workload / qualifications).
- Identify any potential areas of improvement and highlight to the Command Center Team Leader.
- Attend training and coaching sessions and incorporate any changes necessary in duties, methods, working hours and procedures.
- Proactively act in a manner that supports a healthy and safe work environment through effective management of incidents and hazards.
- Ensure Sodexo's commitment to ethical principles and sustainable development are achieved and maintained.
- Ensure compliance with all Sodexo policies, procedures and directives.
- Promote and maintain Sodexo values and ethical principles.
- Ensure that the PPM schedule is in alignment with the contractual and legal requirements.
- Perform asset data management.
- Perform asset data and trend analysis.
- Perform quote management activities and support for the provision of quotations.
- Ability to travel to London once a month for onsite working at client location.

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

Work Scheduler and Planner

- Excellent communication skills - written and verbal.
- A minimum of 2 years Customer Service experience (preferably in a Command Center and / or Call Center environment).
- Intermediate computer skills in MS Office – e.g. Word, Excel.
- Prior knowledge and skills in utilizing CMMS applications, e.g. Maximo - especially work planning and scheduling functionalities.
- Have a good understanding of reactive and planned maintenance works, to enable planning of works within SLAs / KPIs.
- Motivation to work within a Team environment.
- Relationship building and influencing capabilities.
- Keen attention to detail with the ability to prioritize and execute a diverse workload in a high-pressure environment.
- Ability to deliver exceptional customer service to Stakeholders (internal and external).
- Tertiary qualifications in Business Administration / Property / Facilities Management or related discipline would be highly advantageous (although not mandatory).
- Previous experience in working with Third Party Vendors would also be advantageous (although not mandatory).
- Self-motivated, confident, honest and flexible, with a professional work ethic.
- Be flexible and adaptable to change.
- Exceptional attention to detail.
- Demonstrates the Sodexo values and behaviours.
- A strong commitment to Zero Harm and a strong safety culture.
- Prior experience in quote management.
- Asset data management qualifications / experience would be advantageous
- Asset data and trend analysis experience.

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	▪ Analysis and Decision Making
▪ Rigorous Management of Results	▪ Planning and Organising
▪ Brand Notoriety	▪ Industry Acumen
▪ Commercial Awareness	▪ Innovation and Change
▪ Learning & Development	

9. Management Approval – To be completed by document owner

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Document Owner	Lucy Caddis		

