

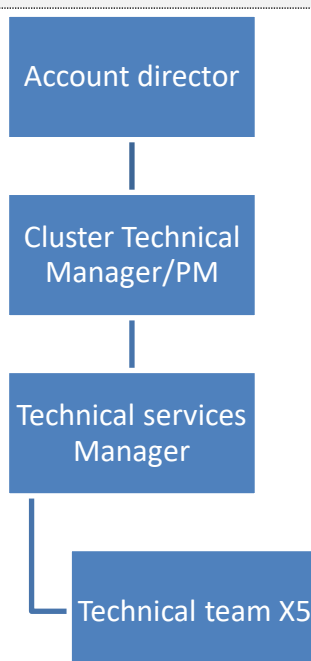
# Job Description: Soft Services Manager

Function:	Corporate Services
Position:	<b>Technical Services Manager</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Cluster technical services manager/PM
Additional reporting line to:	
Position location:	100VE embankment

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

- The day-to-day management of the maintenance and operation of the Technical Services on site. Developing, implementing, and managing Maintenance policies for the Technical Services Department.
- Operation and implementation of the Permit to Work system.
- Management and updating of the Sodexo Health & Safety system

## 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.

- Manage the Technical Services team.
- Build client confidence in Sodexo Technical Services in a complex environment
- Working in line with statutory legislation and GSK/Sodexo requirements

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

- Effectively manage all Hard Services operations, delivering effective Maintenance services into M&E and Building Fabric to fully meet both contractual and Statutory requirements during normal working hours.
- Be an essential part of the management of a team who will ensure the safe operation of all plant and equipment on the site.
- Responsibility for adhering to the permit to work system.
- To consistently deliver the companies "Management Expectations" successfully across all key areas, managing and supporting individuals that are under your control to meet and exceed business performance targets.
- Manage an effective maintenance planning and work order system, developing key measures to monitor and control progress.
- Monitor site performance of sub-contractors and make recommendations for sub contractor nominations and organise sub contractor visits.
- To take responsibility for the overall performance of the Hard Services team ensuring all SLA's and KPI's are deliver in accordance with the contract and our clients satisfaction
- Ensure operational, planned and reactive maintenance activities are effectively scheduled and undertaken on time and in accordance with Statutory Legislation, appropriate maintenance specification and agreed SLA response times.
- Ensure compliance with all Health & Safety legislation and Company/Client Health & Safety practices and procedures.
- Maintain records appertaining to operations, PPM schedule, reactive maintenance, the emergency maintenance systems and other engineering, building fabric records including operation and maintenance manuals and drawings.
- To manage supplier performance through the use of SLA's and KPI's ensuring compliance to agreed service delivery standard.
- Maintain accurate records of works completed and associated financial costs. Use this information to report to the Unilever and client on a regular basis.
- Take ownership of the client's needs and pursue effective communications with the customer in order to build a stable relationship.
- Operate Sodexo QA procedures and maintain clear and legible records as required under ISO 9001 – 2000.
- Training of staff, including system operations and Health and Safety, updating the training matrix to meet the competency/recent requirements.
- Provide accurate and regular reports to the management team on performance against key operational efficiency and effectiveness metrics
- To ensure 100% compliance to all standards set by Sodexo, customer and other governing bodies.
- Deputising for senior managers.
- Responsible for the upkeep, monitoring, assessment and reviewing
- Production of operational and managerial reporting as required by Sodexo and client.

**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.

- Delivery of all services within budget.
- Maintain the standards and integrity of the service offer and Service Level Agreement at all times.
- Ensure that all statutory regulations, client and Sodexo policies concerning employees are adhered to.
- Client satisfaction in Sodexo Technical Services through service delivery by a steady proactive workforce.

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

The knowledge, skills, qualifications, and experience relevant to the position are:

Essential

- HND or NVQ or equivalent in a relevant subject.
- Experience in control of annual budgets relating to all site Hard Services expenditure.
- Experience of successfully delivering against contractual targets, PM schedules and KPI's
- Extensive experience of delivering against contractual SLA's
- Experience of delivering a service provision on a site where strong permit to work systems are in place
- Membership to the Institute of Safety and Health (IOSH) or equivalent
- Facility Management experience covering an appreciation of risk assessment techniques.
- Preferably experience in building services and a working knowledge of plant engineering.
- Practical knowledge of word processing and spreadsheets
- Fully aware of relevant Health and Safety and general legislative matters.
- Ability to advise, negotiate and influence.
- Effective people management skills in terms of performance management, teamwork, motivation, delegation and discipline are essential
- Actively implements best practices and continuously reviews to improve service, creates a continuously improve work ethic.
- Commitment to ensure that all service promises are delivered to agreed standards and value for money
- Able to build effective working relations with staff members and external clients to the highest level
- High level of self-motivation, organisational ability and drive to meet deadlines
- Ability to priorities work task for themselves and the team

**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
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	

**9. Management Approval** – To be completed by document owner

Version	1	Date 07/03/2023	
Document Owner			