

Job Description: Head of Hard FM

|  |  |
| --- | --- |
| Function: | Government  |
| Job:  |  |
| Position:  | **Head of Hard FM**  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Services Director  |
| Additional reporting line to: |  |
| Position location: | Regional  |
|  |
| 1. Purpose of the Job  |
| * A senior role with accountability for maintaining the compliance of the technical services and asset management, across a complex portfolio of PFI and public sector contracts.
* Alignment of the Segment to the UK&I technical framework and ways of working, allowing the Segment to influence and be well versed with policy and procedures. Alignment will be used to provide a tangible demonstration of capability to support future sales opportunities.
* The post holder will be responsible for leading a programme of technical audit across the Hard and Soft FM estate and supporting the implementation of a cohesive QA strategy, utilising the output of the audit process to partner with senior stakeholders within segment to develop their Hard FM and Technical strategy.
* Accountable for the management of lifecycle investment for those contracts where Sodexo have responsibility for the lifecycle and for providing advice where the lifecycle funds are the responsibility of the client.
* To apply efficiency and control measures across multiple contracts, therefore providing the potential for improved performance.
* To drive and work in collaboration with the central Technical and HSEQ teams to embed and effect behavioural culture change encompassing safety leadership and a zero-accident culture.
* Provide technical support and guidance to the Segment Sales team on all new technical service opportunities
 |
|  |
| 2. Dimensions  |
| Characteristics  | * Annual FM Revenue of £65 million
* Annual lifecycle/CAPEX c £15 million
* Lifecycle funds under management over contract concession c £107 million
* Significant risk exposure for non-compliance
* 1 direct report
 |

|  |
| --- |
| 3. Organisation chart |
|  |

|  |
| --- |
| **4. Context and main issues**  |
| * Deliver a joined up and co-ordinated approach to technical service delivery and asset management to ensure there is appropriate governance and process in place to meet statutory and contractual requirements
* Provide competent, technical and engineering and professional engineering health and safety advice to the Estate, establishing suitable and appropriate systems, processes and ways of working– ensuring that the business meets its statutory and contractual obligations
* Ensure management systems support and drive operational, planned and reactive maintenance activities and that these are effectively planned and scheduled and undertaken on time and in accordance with Statutory Legislation, appropriate maintenance specification and agreed SLAs
* Part of the Senior Leadership team for Services Team support – contributing to the design, development and smooth implementation of compliance solutions
* Developing strategic stakeholder communications with counterparts within Sodexo and the Government Business at a senior level in order to embed cultural change
* Recruiting and developing a new and highly technical team whilst forging relationships with representatives from the client and technical operational business
* Collaborating with service operations and transversal functions to drive performance utilising any wider internal best practice, innovation, technology systems and processes and sharing technical subject expertise back into the central team
* Ensuring all operational activity in relation to the Sodexo contract team is carried out in compliance with all established standards and Group policies
* Ensuring safety in complex and challenging operating environments to exceed industry standards and protect Sodexo and the clients’ brand
 |

|  |
| --- |
| 5. Main assignments  |
| * Deploy regional policy/procedures
* Analyse business process and performance
* Develop segment technical services and asset management strategy
* Lead activities
* Provide mentorship
* Provide technical services and asset management support to the Sales function, mobilisations and closures
 |

|  |
| --- |
| 6. Accountabilities  |
| * Safety and compliance of customer, team and estate
* To provide a high quality, compliant professional Facilities and Asset management service across the Government UK&I estate
* A clear and effective way of operating between all internal and external Sodexo teams
* Operational talent identified and developed
* To manage the lifecycle fund ensuring at all times, the service delivery remains statutory compliant and in line with contractual requirements
* To drive best practice solutions and optimise growth and new business opportunities
 |

|  |
| --- |
| 7. Person Specification  |
| * Significant cross sector (including PPP/PFI) exposure at a strategic and operational level and multi million budget experience with a proven track record of Customer relationship and Financial Management
* Substantial quantifiable experience of controlling multi-site Total Facility Management and Capital Projects involving hard and soft services
* Excellent commercial and negotiating skills, strong contractual understanding with considerable experience of managing change through direct delivery, strategic outsourcing and partnering with specialist service providers
* A progressive, dynamic, assertive and flexible approach to the delivery of technical services, lifecycle and asset management
* Excellent verbal and written skills
* A strong track record in Business Development including mobilisation, dealing with sub-contractors and supply chain within a complex multi-faceted operation
* The ability to diagnose/analyse complex commercial and technical situations and provide the government Executive Board with accurate, concise advice
* Demonstrable operational understanding of facilities maintenance and building services within a client focused environment including day to day management knowledge as well as tactical and strategic planning
* Proven track record in successful people management including performance management and familiarity with operational HR process and procedures
* Significant Programme and Project management experience
 |

|  |
| --- |
| 8. Competencies  |
|

|  |  |
| --- | --- |
| * Cultures innovation
 | * Ensures accountability
 |
| * Collaborates
 | * Communicates effectively
 |
| * Builds effective teams
 | * Develops talent
 |
| * Business insight
 | * Drives results
 |

 |

|  |
| --- |
| 9. Management Approval  |
|

|  |  |  |  |
| --- | --- | --- | --- |
| Version | V1 | Date | 22 June 2021 |
| Document Owner | Gareth Roulston  |

 |