

Job Description: Performance Manager



Function:	Systems and Reporting Administration
Position:	Performance Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Contract Director
Additional reporting line to:	
Position location:	Swindon PFI

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

- Take the lead in producing monthly reports for our schools' PFI contracts in line with contractual requirements
- Extract and manipulate relevant data from CAFM system in to formats required for reports
- Analyse and interpret data to calculate service failures, PMS deductions and Unavailability and produce accurate statistical reports

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 ■ Add point									

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.

Contract Director

Performance Manager

CAFM Administrator

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.

- Dealing with client queries in respect of the contractual reporting
- Acting as first point of contact for colleagues within the Schools segment who have issues with Global Maximo

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

- Take the lead in producing monthly reports for our schools' PFI contracts in line with contractual requirements
- Extract and manipulate relevant data from CAFM system in to formats required for reports
- Analyse and interpret data to calculate service failures, PMS deductions and Unavailability and produce accurate statistical reports
- Liaise with relevant Contract/Facilities Managers in the production of the reports
- Liaise with key teams (for example Asset Management, Energy Management and Finance teams) and contract staff to ensure that all required data is submitted in a timely fashion for the production of the reports
- Respond to queries, amend data and re-issue reporting packs following monthly performance review meetings
- Produce regular reports (daily, weekly and monthly) for contract teams, Clients, Local Authorities and customers as required ensuring these are accurate prior to submission
- Work closely with Contract/Facilities Managers to develop and enhance the quality of reporting processes
- Ensure that all daily, weekly and monthly audits are provided by the contract teams in a timely fashion
- Build and amend reports and data dashboards as required to meet business needs and contractual processes
- Ensure that reports, documentation and key actions are completed in line with business calendars and contract requirements
- Carry out monitoring of CAFM data to ensure that Helpdesk work orders have been accurately created, assigned, prioritised and categorised in line with contractual KPI's and SLA's
- Analyse Helpdesk work orders to ensure that they are progressed in accordance with contractual timescales
- Support contract teams in the production of customer satisfaction surveys and the analysis/reporting of responses
- Update and maintain key contractual documentation and records as required
- Support the Contract/Facilities Managers in day-to-day contract administration
- Act as subject matter expert for CAFM/ Maximo system and data management
- Serve as the point of contact for internal partners, company CAFM teams and end users.
- Assisting all Maximo users with issues I queries and requests, via email, telephone
- Training of new users of the Global Maximo system within the Education segment.

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.

- Production of all client reports in line with contractual deadlines
- Achievement of all contract KPIs
- Maintaining PMS deductions at a minimum

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

- Exemplary attention to detail
- Analytical mind, able to interrogate and interpret MI and BI data
- Experience in using Microsoft Excel at advanced level (e.g. pivot tables, charts, macros and complex formulas)
- Experience in the use of software packages to extract, manipulate, report and present data
- Excellent communication skills
- Self-motivated, enthusiastic and professional
- An understanding of FM contracts (ideally within a PFI context), key performance indicators and deliverables
- Commercial awareness
- The proven ability to work under pressure and deal with challenging situations

- Exceptional customer service skills
- The ability to communicate technical issues at all levels, including to a non technical audience.
- The ability to make decisions, take ownership and use your own initiative to resolve problems
- Undertake and support small projects
- Provide helpdesk and other office support.

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

<ul style="list-style-type: none"> ▪ Growth, Client & Customer Satisfaction / Quality of Services provided 	
<ul style="list-style-type: none"> ▪ Rigorous management of results 	
<ul style="list-style-type: none"> ▪ Brand Notoriety 	
<ul style="list-style-type: none"> ▪ Commercial Awareness 	
<ul style="list-style-type: none"> ▪ Innovation and Change 	

9. Management Approval – To be completed by document owner

Version	V1	Date	July 2019
Document Owner	Contract Director		