

Job Description: Account Manager, UoG PFI



Function:	Sodexo Universities
Position:	PFI Account Manager – Avery Hill Developments
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Hayley Gannon - Head of Residencies, Universities
Additional reporting line to:	Fiona Stewart Partnership Director - IFM Contract. Shekhar Karmacharya, Head of Commercial Finance – IFM Contract
Position location:	Avery Hill (Southwood) Campus/Medway Campus

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

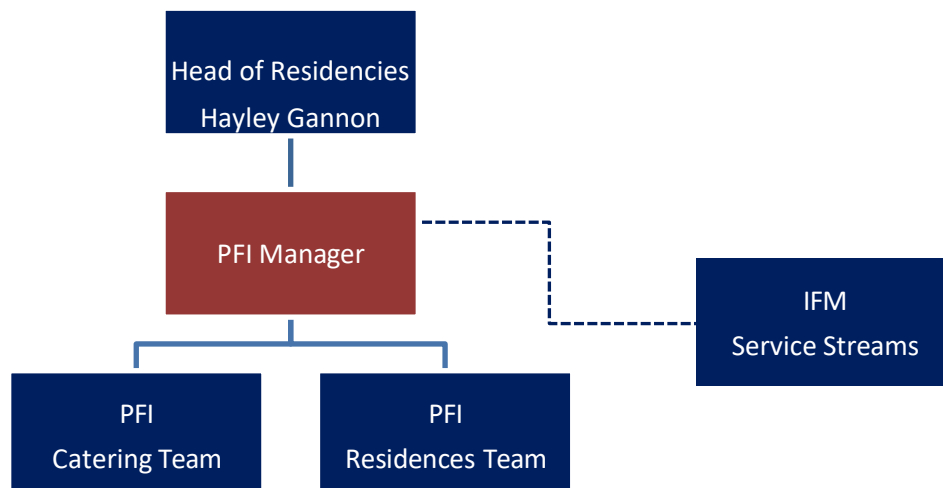
- Be the first and senior point of contact for all customer inquiries, requests, and comments regarding services from tenants, clients, stakeholders and fellow Sodexo colleagues.
- To provide property administration services that meet and continue to exceed our current tenants, prospective tenants, customers, and client’s expectations.
- Lead the onsite team in delivering H&S standards, building compliance, and providing a positive experience for all residents, guests and visitors.
- Oversee Medway PFI contract as a reporting Line Manager

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.

Accommodation		Systems		

Characteristics **This is a hands-on role that involving personal input / action within all facilities services**

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.

- Take ownership of your properties, developing a team approach to service delivery, fostering an attitude of service excellence Works closely with the Avery Hill IFM service team consistently driving high standards providing a one stop seamless service to all tenants, visitors, stakeholders and clients alike.
- Deal with queries in a professional manner via person, telephone or electronically as first point of contact and ambassador for the University of Greenwich and Sodexo.
- Accurately maintain the customer database/ information and provide reporting to management on request.
- Establish and maintain a good working relationship with all relevant University/Institution departments and local competitors.
- Manage the Cleaning, Catering and Maintenance teams when onsite to ensure work is carried out to the required standards and procedures.
- Supervise the PFI team to deliver reactive and planned preventative maintenance across the Avery Hill Student Residences within the PFI contract.
- Ensuring the accuracy and timely capture and closure of tenant requests for maintenance and assistance via the helpdesk process.
- Facilitate tenant welfare issues onsite through tenant mediation, university support teams and management support.
- The post holder comes into contact with customers, clients and suppliers on a daily basis, exercising discretion and excelling in customer service is a paramount requirement.
- Deals with enquiries and requests for information, producing reports and back up information as required
- Attendance to emergency situations such as fire alarms and requests for assistance from tenants and colleagues
- Financial and budgetary controls for the PFI business streams
- Contractual and Internal reporting, compliance and financial, across the PFI business

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

- Ensure set targets/KPI's and the conversion ratio's are achieved
- Manage and plan resource levels to ensure appropriate staffing levels are available to meet the demand of the property and market – open days, check-ins etc...
- Liaise with the clients, Sodexo senior team and other key stakeholders, co-ordinate the operations teams locally to deliver the site-based residencies strategies.
- Monitor and report upon sales / survey data and drive improvements
- Meet Financial targets in relation to consumable, catering and maintenance spending.
- Meet customer expectations in relation to maintenance resolution
- Ownership for H&S across the PFI including safeguarding, compliance audits and all mandatory and statutory documentation.
- Achievement of personal and business objectives
- Liaise with stakeholders to maintain, enhance & grow relationships across all tiers of the client and Sodexo structure.
- Develop and expand a web of influence.
- Develop and build new stakeholder relationships
- Support student engagement campaigns
- Fully understand & monitor the student accommodation market – What does good look like? What's new?
- Liaise with suppliers and contractors to deliver maintenance SLA's
- Ensure data integrity is maintained at all times.
- Quality monitoring, student satisfaction audit support.
- Management support, financial and reporting responsibility for Medway PFI accommodation contract

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.

- Take the lead, support the development of embedding a quality led culture of Student satisfaction
- Embed the customer journey and experience to a high standard
- Identify and put plans in place to address any shortcomings in the delivery of financial and compliance targets and/or auditing results.
- Compliance with Sodexo and statutory H&S policies and procedures
- Monitoring to minimise tenant damage and recovering costs for such

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

Essential

- Ability to demonstrate skills in communication, good spoken and written English essential,
- Demonstrates experience of working within a successful team
- Demonstrates experience of working on own initiative, effective problem solver
- Strong organization skills and robust FM knowledge
- Flexibility of work patterns to the needs of the business (eg Summer Schools)
- Experience in student accommodation or hotel services
- Strong financial acumen
- Willing to undertake additional training and learning.
- Relevant qualifications in Cleaning, Hospitality Services and H&S
- Experience and working knowledge of Microsoft Word & Excel
- Report compilation and presenting
- Project planning and budget management

Desirable

- Track record of leading a team
- Fully understand the dynamics of the property location and Student Living
- Understand the importance of a customer journey
- Familiar with Sodexo policies and procedures
- Relevant qualifications in Cleaning, Hospitality Services and H&S