JoB description

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| Position Title | Head Of Field Team | Department |  |
| Generic Job Title |  | Segment |  |
| Team Band |  | Location | National |
| Reports to | Account Manager | Office / Unit name |  |

## ORGANISATION StRUCTURE

Account Manager

Head of Field

IRM - Integrator Regional Manager (x5)

Head of Talent

ILM – Integrator Local Managagers (x25)

#### Job Purpose

As head of Field Team your purpose is to lead a large team of regional and area managers who will act as the main client facing element of the integrator operational structure. It is your responsibility to ensure client properties are open and operating at all times, assets are maintained and statutory requirements are implemented. This will be achieved through effective collaboration and operational management of the client’s supply chain including TFM, Security, FF&E, Project Management and Lease/Landlord Management suppliers.

The client is our main priority and your team is at the forefront of all interactions, with the exception of new incidents which will be raised with the helpdesk. To manage this effectively, the team will need a positive, professional and proactive approach at all times. This will mean identifiying and reporting issues, collaborating effectively with the supply chain and internal Sodexo functions to ensure the full scope of service is delivered to a world class standard.

As part of the management team you will need to be strategically focused. It’s your responsibility to look to the client, the industry as well as your own team and the wider business to identify improvements and make positive change as appropriate

#### Accountabilities or “what you have to do”

* Lead a team of industry professionals to manage and enable the delivery of facilities related services in line with contractual requirements
* Ensure regional coverage aligned to the client regional structure
* Identify strategic improvements and oversee successful implementation, using relevant change processes
* Assure the safety of colleagues, customers and contractors through the implementation and management of effective ways of working and processes.
* Sponsor and collaborate with all other functions within the operational structure
* Manage client relationships at local and regional levels
* Incident Management ownership for every location, including 24hour coverage.
* Regional and local contractor management and collaboration – feeding information and data to the national supplier management team
* Proactive and predictive maintenance opportunities and processes
* Annual service improvement planning formulated from customer feedback, showing positive improvement year on year.
* Team performance management, positive and planned development demonstrated year on year inclusive of underperformance management.
* System integration and usage, CAFM system(s) utilised and managed correctly to assure safety, compliance and data integrity.
* Field surveys to support/prove the performance management system levels reported

Various tasks to support operational delivery across all internal functions (to be defined)

**Key Performance Indicators (KPIs)** **or “What it will look like when you are doing the job well”**

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* + Client key and subsidiary performance measures are achieved
	+ Strong relationships in place with on-site and regional client teams and all suppliers
	+ Engaged team delivering against individual performance indicators
	+ Client locations are operational and functioning
	+ Safety at every location has improved year on year (Recorded incidents or near misses)
	+ Demonstrated improvement following implementation of new ways of working

#### Skills, Knowledge and Experience

Essential

* + Communication and relationship skills
	+ Managed or has led large teams with improved performance
	+ Sufficient and relevant previous management experience in a similar facilities management position.
	+ Proven and influential leadership skills.
	+ Experience of managing complex supply chain models.
	+ Quality Management skill set or similar such as six sigma qualification.
	+ Demonstrable experience in delivering change, programme and project management.
	+ A proven innovator, leader of change who can inspire and engage others to enjoy and deliver change.
	+ Sound knowledge of CDM regulations
	+ Understanding of statutory requirement, policy and legal standings in areas such as M&E/Asbestos/ Fire etc.
	+ Highly committed to developing staff ensuring continuity, personnel growth and organizational commitment.
	+ Development of strategic improvement inclusive of business case creation, project implementation and performance measurement.
	+ Experience with contract and compliance management functions with an excellent knowledge of their interdependencies across field and relevant areas.
	+ Technical knowledge and or understanding of how core assets such as HVAC and Auto Doors etc. are maintained / repaired.

Desirable

* + IOSH Managing Safely or equivalent
	+ FM qualification - BIFM or equivalent.

#### Contextual or other information

* + Occasional weekend working may be required
	+ Travel and overnight stays will be BAU for this position given the national coverage of this field based role.
	+ Office location will be dependable on the needs of the team and of the business, although your primary location will be Leeds the role is flexible for working from home when applicable.