

PPP Schools Facilities Manager – Role Profile

<p>Role Purpose: To support and work closely with all PPP stakeholders and to manage day-to-day operational issues and the on-site hard & soft service delivery team.</p> <p>Reports to : PPP Schools Contract Manager</p> <p>Context: This role is to manage the PPP on-site service delivery team (hard & soft services), to ensure compliance with all contractual obligations, to ensure consistent communication in terms of process, to provide leadership and instruction to the on-site teams, maintenance reporting, contractor engagement, lifecycle process management, contractual reporting and personal development.</p> <p>Dimensions - Responsible for: The on-site service delivery team (hard & soft services) and the effective management and delivery of planned preventative maintenance programs and lifecycle programs. Responding to the 'reactive' needs of the client in line with contractual obligations.</p>	
KEY ACCOUNTABILITIES	PERFORMANCE MEASURES
<p>Operations Management</p> <ul style="list-style-type: none"> ▪ Manage the day-to-day operational issues in all service lines ▪ Manage the on-site service delivery team ▪ The scoping of works and verification of all Minor Works ▪ Ownership of the Lifecycle Replacement program ▪ Ownership of the PPM schedules ▪ Management of the SSOW permitting system ▪ Ownership of Toolbox Talks, Safety Walks and Near Miss reporting ▪ To manage the time keeping and payroll duties of the Hard & Soft Services Team ▪ Manage small works estimating and delivery programme 	<p>User feedback Targets met On budget</p>
<p>Administration</p> <ul style="list-style-type: none"> ▪ Ensure files and records pertaining to managed contracts and projects are kept in an orderly manner and up to date ▪ Coordinate and manage all site inductions ▪ To compile ad hoc reports as required ▪ To take ownership of the materials ordering process ▪ To be operational point of contact for all on-site issues ▪ Any other Admin task as requested 	<p>Team Feedback Timelines met</p>
<p>Projects</p> <ul style="list-style-type: none"> ▪ Undertake projects as allocated. Ensure such projects are delivered on time, to budget and meet agreed specification/requirement. 	<p>Project deliverables met Feedback</p>
<p>Continual Improvement and Innovation</p> <ul style="list-style-type: none"> ▪ Must subscribe to the Clients continual improvement / innovation strategy. ▪ Work with all stakeholders to support and develop improvement strategies on both performance and cost reduction ensuring best practise. 	<p>Quarterly improvement strategies. Are they effective? Measurement of best practise?</p>
<p>Health and Safety</p> <ul style="list-style-type: none"> • Ensure all areas always comply with the relevant regulations such as Health and safety at Work Act etc. 	
<p>Budgets</p> <ul style="list-style-type: none"> ▪ Track lifecycle expenditure throughout the year in line with the agreed budget. 	<p>Monitor and control spend. Submit budgets on time. Benchmarking</p>
<p>Team</p> <ul style="list-style-type: none"> ▪ Work closely with all stakeholders to promote and maintain good customer service ▪ Manage the on site team to effectively deliver all services 	
<p>Communications</p>	<p>Staff feedback</p>

<ul style="list-style-type: none"> ▪ Contribute to internal and external communications ▪ Maintain communication with the client, visitors, and the team. 	Customer feedback
	User feedback
<p>Competencies</p>	Key Tasks
<p>Level A</p> <ul style="list-style-type: none"> • Relationship Management • Leadership • Resilience • Impact and Influence • Working with others • Planning and Organisation • Results Orientation • Financial and Business awareness • Analysis and decision making • Continuous improvement 	<ul style="list-style-type: none"> • To support the administration of the PPP contract. • Understand the need to drive service delivery and performance. • Develop beneficial internal/external relationships • Produce, prepare and issue reports in a Word Excel or PDF format • Monitor operational deadlines and complete the appropriate follow up to ensure success • Maintain and update annual lifecycle plans and actual costings. • Resolve issues by liaising with relevant Management and site FM teams • Ensure safe systems of work is adhered to at all times • To adhere to Sodexo's policies and procedures • To develop knowledge of in house management system • This document is not and can not be exhaustive, additional responsibilities and ad hoc duties may be added as required
<p>Personal Qualities:</p> <ul style="list-style-type: none"> ▪ Strong “people management” skills. ▪ Strong contract and commercial management experience in the PPP industry, with experience in a client facing role. ▪ Good communication skills with the mental agility to “think on your feet” and provide solutions. ▪ Intelligent approach to performance monitoring. • Proficient IT skills, including Excel, Work and MS office. • Understand and thrive on working in a customer focused environment ▪ This role requires a high level of attention to detail coupled with an ability to do things at pace without loss of accuracy 	
<p>Qualifications:</p> <ul style="list-style-type: none"> ▪ An understanding of basic technical aspects of FM Services (hard & soft) ▪ Customer facing attitude and excellent team building, people management and leadership skills. ▪ Capacity to understand and interpret commercial contracts. 	

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| <ul style="list-style-type: none">▪ Excellent communication skills, must be able to demonstrate effective verbal and written communication▪ Financial acumen.▪ PC literate, an intermediate knowledge of Microsoft products is essential (Word, Excel, Outlook)▪ Very strong communication skills.▪ Previous FM management / coordination experience | |
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