

Job Description:
Technical Services Manager

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| Function: | Manager |
| Job:  | Technical Services Manager |
| Position:  |  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Account Manager |
| Additional reporting line to: |  |
| Position location: | Central London & Hertfordshire |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * The Technical Services Manager (TSM) is directly accountable to the Account Manager (AM), for the oversight of effective and safe conduct of technical services, either self-delivered by Sodexo employees or with operational control over subcontractors performing on behalf of Sodexo.
* This is a client facing role concerned with the strategic and operational success of the designated contract, with standards based approaches to full asset management and leading a competent team to minimise disruption while maintaining statutory compliance to time, cost and quality.
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| 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  | N/A | EBIT growth: | N/A | Growth type: | N/A | Outsourcing rate: | N/A | Region Workforce | N/A |
| EBIT margin: | N/A |
| Net income growth: | N/A | Outsourcing growth rate: | N/A | HR in Region  | N/A |
| Cash conversion: | N/A |
| Characteristics  | * TFM Contract for tenanted office space for client in Corporate Segment.
* 3 designated sites within the Central London region and one in Boreham Wood.
* Overseeing dedicated site technical team of circ 6 technicians.
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| 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. |
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| **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. |
| * This is a leadership position within a contract management team delivering technical and soft services. It is a key role in delivering operational excellence by:
	1. Deputising for the Account Manager as required.
	2. Provide technical leadership to maintain and restore technical services.
	3. Set, maintain and quality assure the highest of professional standards throughout the team.
	4. Prioritize resource to meet operational demands..
	5. Manage and motivate a team of 6 onsite technical staff.
	6. Management and oversight of supporting subcontractors and supply chain partners to ensure technical services obligations are met.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Deliver technical excellence, having oversight and control of relevant equipment and systems enabling client operations and ensuring the required levels of technical and statutory compliance.
* Ensure Sodexo Engineering standards are maintained, updating operating procedures and risks assessments as required.
* Being part of an escalation response procedure in the event of emergencies requiring technical support including ‘out of hours’ as appropriate.
* Ensure safe working practices are maintained at all times, by Sodexo and its contractors, by correct use of Safe Systems of Work, including RAMS, LOTO, etc.
* Collaborate with relevant stakeholders to foster positive and constructive relationships to deliver technical services.
* Provide technical advice and guidance on operational issues affecting OPEX and CAPEX spend.
* Initiate and lead investigations are appropriate.
* Maximise operational availability of equipment, plant and systems.
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| 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. |
| * Accountable for the good quality of maintenance and technical services delivery, ensuring accurate maintenance records and asset data.
* Accountable for ensuring site based competency, capacity and standards of professional conduct to meet operational need.
* Responsible for delivery and management of forward maintenance and capital budget planning
* Responsible for ensuring a safety culture is embedded to meet Sodexo’s Health, Safety, Environment regulatory and contractual requirements.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Engineering competence with NVQ level 4 or equivalent qualifications, preferably with electrical bias.
* Demonstrated engineering skills, with knowledge of engineering compliance and engineering standards best practice.
* Demonstrated ability to prioritise and problem solving technical issues, often under pressure, utilising innovative solutions as required.
* Demonstrated people management experience aligned to comply with health and safety standards and safe systems of work.
* Demonstrate understanding of current and changing legislation and best practice area of discipline.
* Demonstrated customer services experience and interpersonal skills, especially that associated with Corporate Segment clients.
* IT skills using Microsoft Office applications and Computerised Maintenance Management Systems, experience of Maximo is desirable.
* Demonstrate practical experience of working with, and improving, helpdesk procedures and workflow requirements procedures.
* Demonstrate practical experience with supply chain and subcontractor.
* Demonstrate involvement and understanding of developing, managing and delivering minor engineering projects
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| Customer focus | Qualified at NVQ 4 or equivalent, preferably in a electrical discipline. |
| Resourcefulness  |  |
| Being resilient | Ensures accountability |
| Communicates effectively | Builds effective teams |

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| 9. Management Approval – To be completed by document owner |
| Version | 20240430-TSM | Date |  |
| Document Owner | ACCOUNT MANAGER |  |
| Document Authoriser | ACCOUNT MANAGER |  |