

# Job Description: Facilities & Workplace Experience Manager



Function:	Universities
Position:	Facilities & Workplace Experience Manager
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Head of Facilities Management & Workplace Experience
Additional reporting line to:	
Position location:	University of Greenwich, Avery Hill, Greenwich & Medway Campuses. (Site based)

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

The role will lead and drive IFM operational excellence across the respective campus. Therefore, the successful candidate would be responsible for delivering IFM best practice, supporting and developing high quality reporting, working closely with the account and IFM leadership team to ensure these tools and structures are delivering best in class solutions to our clients, and providing robust structure to demonstrate IFM is delivering to and exceeding its contractual requirements.

This is an exciting opportunity for a highly experienced and qualified FM & Workplace experience professional to work within a dynamic team of Facilities Management professionals on a varied university estate, including historic listed buildings on a world heritage campus.

- You will be supporting the Head of FM & Workplace Experience with creating strategies to ensure exemplar service delivery across all hard and soft facilities management service lines.
- Developing customer relationships, forging strong relationships operational and strategic with clients and key stakeholders
- Strong management of technical and / or professional aspects of work and continually maintain technical knowledge.
- Extensive knowledge of Soft FM services, the governing bodies, legislation, and codes of practice.
- Supporting the Head of FM & Workplace Experience with creating a workplace experience that embodies a people first culture and aligns with Sodexo's CSR strategy.

## 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 FY24:	EBIT growth:	tbc	Growth type: n/a	Outsourcing rate:	n/a	Region Workforce	t b c
	EBIT margin:	tbc		Outsourcing growth rate:	n/a	HR in Region	t b c
	Net income growth:	tbc					
	Cash conversion:	tbc					

**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.

- Maintain high standards of service delivery, utilizing Sodexo policy, procedure and best practice
- Identify the opportunities for simpler and smarter models and outputs
- Coordinate the pipeline and communication around innovations and continuous improvement opportunities.
- Supporting the collaboration and continual quality review to deliver exceptional service to our client.

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

Supporting the Head of FM & Workplace Experience with:

- Ensuring consistency in process and procedures deployed in operational delivery of hard and soft services across campus.
- Creates an environment in which safety is the first priority and all parties are encouraged to participate.
- Ensures that all employees are provided with the appropriate corporate uniform and presentable at all times
- Works with colleagues to ensure that monthly reporting is accurate for FM activity.
- Requirement to be on call and support out of hours in emergency situations.
- Carry out other reasonable tasks as directed by senior management in order to meet the operational requirements of the business.
- Maintaining statutory and non-statutory compliance across the campus at all times, with full commitment to adhere to regulations and codes of practice.
- Understand the contract suite of KPI's to ensure minimal or no failures month on month
- Minimise KPI failures and financial penalties ensuring due diligence to SLA's for all reactive and PPM work orders
- Manage a campus budget and support with financial processing for campus operations, such as task order, purchase order, goods receipting and any other financial processes as instructed.

**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.

- Responsibility for leading multiple complex work streams, ensure that current projects meet their stated objectives but that the future workload is in place to ensure continuity of resource.
- Lead the team to ensure that strategic objectives and tactics are communicated and executed to achieve contract targets.
- Provide insights that improve reduce risk and liability and provide actionable insight for our clients

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

- Proven track record delivering successfully in a similar role.
- Extensive demonstrable experience of leading hard and soft FM services with experience across a large IFM contract
- Have leadership ability and experience, to effectively drive performance across all FM workstreams under your management.
- Extensive experience in creating successful workplace experience across all business functions. Have a people focused leadership style and understand the core fundamentals of HR.
- Demonstrable experience in negotiation and influencing meeting client requirements.
- Knowledge of performance evaluation techniques and metrics
- Working knowledge of CMMS, reporting, and analysing data
- Highly experienced in all Microsoft office suite, MS Excel, MS Office, MS PPT
- Excellent communication and interpersonal abilities with aptitude in fostering long term relationships.
- Experience of controlling quality
- Analytical approach to data led decision making.
- Strong commercial acumen with experience of supporting account growth.
- Flexible with the ability to overcome challenges whilst looking for continual improvements to service delivery.
- Ability to work across functions and with client and suppliers to achieve outcomes.

**8. Competencies** –

Client & Customer Satisfaction / Quality of Services provided	Innovation and Change
Rigorous management of results	Commercial Awareness
Strong written and verbal communication	

**9. Management Approval** – To be completed by document owner

Version	1.0	Date	02/2024
Document Owner	Fiona Stewart		

**10. Employee Approval** – To be completed by employee

Employee Name		Date	
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