

Job Description:

Project Manager South East Cluster



Function:	Facilities Management
Job:	
Position:	Project Manager
Job holder:	
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	Cluster Technical Services and Project Manager- Jeremy Pollard
Additional reporting line to:	
Position location:	UK, South

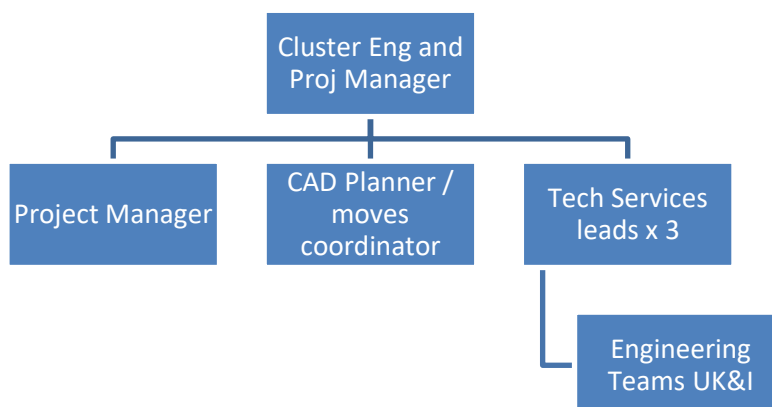
1. Purpose of the Job – State concisely the aim of the job.

- Reporting to the Cluster Technical Services and Project Manager- on a flagship Head Office site and 4 other sites in the South of UK for a top global organisation.
- Responsible for managing projects and service development across the portfolio.
- Driving service excellence through service delivery and innovation whilst maintaining compliance within health, safety and sustainability activities.

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 FY:	N/A	EBIT growth:	n/a	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	n/a
		EBIT margin:	n/a			Outsourcing growth rate:	n/a	HR in Region	n/a
		Net income growth:	n/a						
		Cash conversion:	n/a						
Characteristics <ul style="list-style-type: none">Responsible for delivering project within agreed budget									

3. Organization chart – Indicate schematically the position of the job within the organization. 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 key 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.

- Management of Client(s) expectations.
- Understanding and Interpretation of PM, clients brief and advising them on solutions.
- Communicating at Senior Management level with conviction of the solution.
- Excellent communication skills.

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

- Development of operational processes and documentation that supports the definition and deployment of service offers to drive service standardisation, cost reduction and excellent customer service.
- To develop an effective network of key contacts within the business and within the Facilities Management industry in order to drive innovation in the development of service solutions aligned to business requirements
- To support the business in their delivery and alignment of performance management reporting to ensure that adequate and reliable performance data is available to the operational Service Delivery Management teams
- To analyse service performance, commercial performance and service utilisation data in order to benchmark the effectiveness of services delivered and proactively identify areas of opportunity for future development
- To ensure that effective communication channels are in place between the Facilities Management function, the business and our Supply Partner community to enhance the effectiveness of the overall function
- To provide a conduit for the wider UK best practice network for Facilities Management to deliver service improvements that have a greater benefit for the business and support a more effective service delivery and integration platform for our function
- Ensuring projects are being delivered in a cost effective way for the client and Sodexo
- Ensuring compliance with all Safety, Health & Environment standards and requirements
- Cost control on projects
- Effectively manage and support the key stakeholder relationships
- To assist in regular project meetings with key stakeholders to review progress
- Share best practice with other sites within the contract to improve service and ensure consistency and alignment of activities
- Ensuring compliance including standard operating procedures statutory requirements (health and safety)
- Ensure quality assurance, best practice and compliance standards
- Ensuring that H&S procedures and standards and central H&S directives are being complied to, including ensuring that contractors comply with necessary standards
- Deliver against the client's site safety policies and environment and sustainability strategies
- Oversee labour management for projects and ensure that this is being managed effectively

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.

- Business growth & developments opportunity identification.
- Project and associated Workplace Experience insight gathering.
- Achieve Contractual KPI and contractual targets.
- Management information / monthly report production.

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

- Client focused.
- Able to act on initiative.
- Decisive with an ability to make decisions comfortably.
- Team player

- Negotiation capabilities
- Attention to detail.
- Effectively communicate and provide clear direction.
- Ability to work under pressure.
- Motivate/nurture a proactive and positive “can do” attitude and approach at all levels.
- Strong technical skills, proven project management experience, and an understanding of business issues.
- Knowledge of approach to Healthy and Safety legislation
- Exceptional communication skills, both written and verbal with excellent active listening skills.
- Demonstrable experience of forward planning, problem solving, analytical thinking.
- Experience of working in an outsourced IFM environment preferable.

Client business language is English – therefore must have excellent oral and written English

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- Demonstrable track record of developing successful operational strategies across a broad portfolio of projects
- Exceptional client relationship management skills
- Considerable experience in project service delivery
- Proven track record of initiating and leading demanding business change programmes
- Proven experience in identifying new business
- Proven track record of leading and managing experienced operators and large numbers of employees
- Excellent communication, influencing and facilitation skills.
- High standards of numeracy and written communication

9. Management Approval – To be completed by document owner

Version	1	Date	01/03/2023
Document Owner			