**Facilities Manager**

**EXPERTISE**

Job description

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| Function: | Operations |
| Position:  | WORKPLACE MANAGER |
| Job holder: | Open |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Country Lead UK |
| Additional reporting line to: | N/A |
| Position location: | Microsoft 2 Kingdom Street, London |

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| 1. Purpose of the Job |
| Is responsible for managing the delivery of multiple IFM services to London/Greater London sites within the contract, ensuring outstanding service delivery at all times and exceeding all Sodexo targets. |

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| 2. Dimensions |
| Revenue FY: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Add point:
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| 3. Organisation chart |
| Country Lead UKWorkplace Manager |

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| **4. Context and main issues** |
| * Compliant delivery and performance of contracted services as measured through performance management systems and monthly management information reports
* Business is achieving financial objectives (profit and cost controls) in line with unit budget and business plans and delivering on-site services to the standards/SLA(s) in the contract. Commitment registers are being kept up to date, purchase orders raised and authorised appropriately, and business traded in correct period.
* Business, contract delivery and client risks managed in controlled and structured manner and service standards across the site are in line with or above client’s expectations and reviewed on ongoing basis
* Continuous improvements are made to enhance the delivery of onsite services to exceed client’s expectations
* Sector and account development strategies and plans in place together with controls and governance to ensure delivery of said plans. Ability to connect strategies to overall business plan as well as market and client demand changes
* Mature industry, sector and client networks are in place with evidence of influence and advocacy
* Clients perceive and demonstrate satisfaction with services delivered, contract performance and Sodexo
* employees
* High levels of client retention via demonstrably strong relationships built on mutual respect and trust
* Organic growth (client and sector) opportunities identified and converted
* Client retention and contract extension opportunities identified and converted
* Leadership of new bid opportunities in specific sector environments
* Recognised leader within the business and respected specialist in specific market sector
* Additional services sold and mobilised
* Formal client and industry recognition (awards) for services delivery, innovation, continuous improvement etc
* Creation of internal networks and forums for sharing best practice at technical, business, sector and client levels
* High performing on-site team, demonstrated through the effective implementation of Focus on Five, Employee Performance Review (EPA) and talent processes and staff engagement surveys
* All operational audits are passed by the unit e.g. Safeguard and Unit business health checks
* Retention of Investors in People Accreditation and high employee engagement
* Maintain high standards of appearance and personal hygiene
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| Growth, client and customer satisfaction* Have a strong understanding of all service offers contained within the client contract with a sound ability to draw upon Centres of Excellence where appropriate
* Support the account manager/director/project manager (or equivalent) in the delivery of mobilisations
* Effectively contribute to the business development pipeline through evaluation, review and recommendations for additional scope of work and services to the client
* Sell additional services and increase revenue growth of the contract through integration, innovation and efficiencies within the full Sodexo portfolio.
* Host existing and prospective client visits
* Build a full understanding of contract scope and form (e.g. payment mechanisms, procedures and variation control) and their importance when managing a site and the services provided, including the ability to calculate the rewards and penalties of meeting or not meeting KPIs
* Ensure the contract operates within the commercial and legal terms and conditions of the contract and deliver to the SLA(s) and standards required
* Ensure the contract is being delivered in a profitable way and manage costs for the client and Sodexo
* Understand Sodexo contract compliance policies and procedures
* Develop strong working relationships with on-site client(s) and Agents and operate proactively in line with the Clients for Life Philosophy to enhance client retention and customer satisfaction, gain referrals for new business and attract new clients and customers
* Utilise the Web of Influence to develop relationships with multiple tiers within the client organisation
* Carry out regular contract performance review meetings with the client

Rigorous management of results* Maximise the profitability of the operation by managing costs and increasing the sales through the development of an agreed budget and business plan
* Ensure that Sodexo accountancy, documentation and administration procedures are delivered to the required contractual specifications
* Maintain the standards and integrity of the service offers and Service Level Agreement at all times. Carry out a regular service audits and perform activities detailed in the service offer specification under Key Performance Indicators to frequency and level required
* Make commercial decisions in reaction to market changes to maximise revenue and discuss business performance with key stakeholders
* Evaluate financial performance and develop action plans to improve e.g. aged debt profile, stock management
* Utilise systems such as SAP reporting, UDC payroll and Maximo
* Ensure that stock is managed and controlled effectively
* Implement, maintain and communicate to employees the client, and Sodexo standards and statutory regulations relating to safe systems of work, health and safety, food hygiene and Company Quality Management system in order to ensure compliance
* Where relevant, ensure correct usage and cleanliness of equipment, reporting defects as required
* Where relevant, ensure maximum security of the site, e.g. kitchen, stores, office, safe and cash handling and adhere to all relevant Sodexo policies and procedures
* Process payroll in a timely manner and within company policy
* To ensure that all statutory regulations and Sodexo policies concerning the employees and casual workers are adhered to
* Have a broad understanding of all Sodexo risk, reporting and governance processes; ensuring compliance with all Sodexo, client and on–site policies and procedures/systems and statutory regulations and ensure that licences and qualifications are met and retained and consequences managed appropriately
* Ensure compliance with nominated suppliers in line with Sodexo policy. (to gain best value market prices), labour management and forecasting performance against budget, audit controls etc
* Ensure that health and safety is given the number one priority by delivering all Safeguard administration in advance of and during logistical operations. Lead where appropriate, and take part in management and employee briefings to deliver safety information to include; Food Safety, Health and Safety, Fire Safety, First Aid and any statutory, client or venue specific safety requirements
* Liaise with other departments to ensure the right technology, systems & IT equipment is installed
* Ensure client and customer monthly billing and invoicing is carried out correctly and traded via E-prophit or associated systems in a timely manner (i.e. weekly/monthly)
* Interpret financial reports to influence local decisions and improve performance
* Ensure the risk register is completed and business continuity plans are up to date and can be implemented when needed
* Implement any actions arising from the risk register and drive continuous improvement
* Liaise with the central quality team to ensure quality assurance, best practice and compliance standards
* Ensure compliance with Unit Business Health Check and other audit measures
* Ensure the unit has a training and development plan to ensure that employees receive the necessary legislative training, on job training and career development activities to aid succession planning which are planned and recorded

Leadership and People Management* Recruit, induct, motivate, manage, train and develop all employees following Sodexo HR policy and guidelines
* Manage employees using the Sodexo performance review processes, talent development and succession planning.
* Role model the focus on five behaviours to improve engagement, enhance performance and retain Investors in People accreditation
* Manage labour in line with productivity models, policies and procedures
* Build personal effectiveness in all situations
* Carry out operational shifts and support other areas of the business as required

**Innovation and Change*** Continuous professional development in industry/specialism
* Continuously seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards.

**Brand Notoriety*** Promote Sodexo as the preferred employer, internally and externally, adhering to the Sodexo recruitment policies and raise the profile of Sodexo in local communities, building relationships with key stakeholders
* Promote the health and well-being of employees
* Live the Sodexo values and promote brand standards as an ambassador.
* Drive all aspects of service excellence across the business area including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards.

Planning and Organising* Plan and prioritise workload and tasks effectively for self and others to minimise reactivity, maintain a work life balance and ensure the right number and calibre of personnel are allocated to logistics tasks
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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. |
| * Manage the on-site contract and all services to the agreed standards, ensuring that deadlines and targets are achieved
* Maximise the profitability of the contract and manage costs effectively
* Act as the operational interface between the client(s) and the account Manager/director (or equivalent)
* Manage the onsite client and Sodexo services and teams to deliver the agreed SLA and standards, acting as Sodexo primary representative on site
* Provide direction and expertise to the operating area by promoting Sodexo strategies and best business practices in order to uphold the company mission and values
* Ensure that statutory requirements and company policies and procedures are followed and deadlines are met
* Build long-term relationships with client(s) that add value and are based on mutual trust
* Lead, develop, manage and motivate a high performing team to the agreed standards ensuring that the client receives services of the highest quality
* Support the account manager/director (or equivalent) in the development of business strategy in line with current and emerging client needs
* Contribute to and maintain sector and account development plans, as well as supporting the change management process and associated Service Levels Agreements (SLAs) ensuring risks are mitigated
* Drive innovation and continuous improvement of people, systems, processes and services
* Support the business development and regional management teams to identifying opportunities with other clients to maximise profit and growth
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Essential*** Experienced in using Microsoft Office
* Previous experience of operational management in a similar environment
* People management experience
* Excellent customer focus
* Ability to interpret and utilise financial and commercial information
* Excellent communication skills
* Ability to work flexibly with great responsiveness
* Able to remain calm under pressure
* Achieve set, standards and operate to performance criteria; for example health and safety, hygiene
* Manage multiple workloads and shifting priorities
* Positive approach to learning in role and identifying own training needs as appropriate
* Self-motivated and able to work on own initiative within a team environment
* Experience of delivering training

**Desirable*** IOSH managing safely qualification
* Experience of managing conflicting expectations of the client and site community

Contextual or other information* Occasional travel and overnight stays will be required to undertake training and other business requirements
* To relieve and assist in other establishments in certain circumstances.
* To attend meetings and training courses as requested.
* This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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