

Job Description: Hard Services Manager



Function:	Justice Services
Position:	Hard Services Manager
Job holder:	Vacant
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Head of Facilities Management
Position location:	HMP Addiewell

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

To deliver a high-quality professional Facilities Management service which supports the needs of the head of FM in ensuring that the Prison remains secure, effective, and fit for purpose on a day-to-day basis and that statutory and contractual compliance is maintained.

Reporting to the Head of Facilities Management at HMP Addiewell, the postholder will assist and deputise in the absence of the Head of FM providing the day-to-day operational delivery of Hard Services through in-house teams and specialist contractors. The hard services manager will also assist in the reporting and delivery of all major Asset Life Cycle, Capital Expenditure and Business-led projects, whilst working closely with the soft service manager.

To support the Head of Facilities Management in the delivery of strategic objectives and support staff

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: €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

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.

Head of Facilities Management
Hard Services Manager – Soft Services Manager (catering, stores and cleaning):
FM Maintenance Supervisor - FM Administrators – Maintenance Operatives

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.

- To work alongside and deputise for Head of FM to ensure all agreed Statutory Compliance, Planned Preventative Maintenance, Life Cycle, Capital Expenditure and FM led Business projects are delivered on time, to budget and to the agreed quality standard in accordance with Sodexo Justice Services and contractual requirements.
- Support the HMP 's Head of Facilities Management in ensuring that:
 - The Prison is kept in good structural and decorative order
 - The external areas are safe and presentable
 - All works and maintenance activities comply with current statutory legislation and Codes of Practice and that the Prison site and its buildings remain secure, effective, and fit for use.
 - Compliance with ISOQAR 9001 and 14001 for Facilities Maintenance and Environmental Assurance is maintained.
 - A sound system of internal control is maintained for Facilities Management annual OPEX and lifecycle budgets, ensuring the efficient and effective management of and proper accounting for delegated financial resources.
 - Manage & Control compliance for Water legionnaire as RP.

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

- Ensure safe working practices are implemented and take corrective actions where required.
- Report unsafe practices or conditions.
- Manage the Life Cycle process
- Take an active interest in staff welfare, engagement, and development.
- Demonstrate a genuine interest in the rehabilitative aims of the Prison.
- Conduct a quality check of 10% of works undertaken by the team each month, implementing corrective actions as necessary and recognising successes
- Oversee the CAFM system (Global Maximo) and that all PPM & Reactive maintenance is completed within the Statutory and Contractual agreements.
- Assist in the maintenance of accurate records of all preventative maintenance and repair work carried out by the team and report in detail any substandard or defective equipment.
- Attend meetings and actively participate positively.
- Provide accurate reports and contribute to reports within required timeframes using Microsoft Word, Microsoft Excel, and Microsoft PowerPoint.
- Manage email and telephone communications.
- Manage model office alongside Senior Admin (Online and paper based)
- Develop and maintain broad network of business relationships across all levels of the organisation
- Line management of the Maintenance team – carry out 1-2-1s, Mid & End of year reviews.

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.

- Promote staff engagement through 121s, Personal Development Reviews and Team Huddles with direct reports.
- Effectively contributes to achieving successful audit results.
- Promote a high level of Health and Safety
- Manage and control the roles and responsibility matrix for AP, AE and RP such as Water Legionnaire RP

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

- FM Qualification, a degree or similar
- Have experience of successfully managing people and services in a Total Facilities Management delivery model for min 4 years.
- Demonstrable leadership skills
- BIFM Level 4 qualification or equivalent
- A progressive, dynamic, and flexible approach to delivery of Maintenance Services
- A proven track record of customer relationship, quality, project, and financial Management
- Trained in Health and Safety to IOSH Level II standard and has extensive knowledge of method statements, risk assessments, safe systems of work, building, electrical and mechanical regulations
- Possess IT literacy in Microsoft Excel, Microsoft Word, Microsoft PowerPoint, and Microsoft Outlook.
- Ability to grasp and use BMS, CAFM (Maximo) and other in-house software packages following appropriate internal training.
- Demonstrable experience of successfully managing complex operations and projects within tight timeframes.
- Ability to work on own initiative.
- Demonstrable interpersonal skills and the ability to work with colleagues at all levels.
- People management skills and the ability to communicate at all levels with excellent communication skills
- Knowledge of commercial electrical repairs on HVAC, AHU, controls and BMS systems an advantage
- Experience working in a 24/365 operational environment an advantage (e.g. prisons or similar etc.)
- A dynamic and flexible approach to the delivery of objectives

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

Focusing on the client and Customer
Continuous improvement
Promoting the brand values
Intellectual agility and eagerness to learn
Focus on health and safety
Professional standards

9. Management Approval – To be completed by document owner

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Document Owner	William Turley		