

Job Description:

Professional Engineering Services

Support Manager

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| Function: | | | Service Operations | | | | | | |
| Position: | | | Professional Engineering Services (PES) Support Manager | | | | | | |
| Job holder: | | |  | | | | | | |
| Date (in job since): | | |  | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | Head of Professional Engineering Services | | | | | | |
| Additional reporting line to: | | | N/A | | | | | | |
| Position location: | | | Home Based | | | | | | |
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| **1. Purpose of the Job** – State concisely the aim of the job**.** | | | | | | | | | |
| The PES Support Manager will provide commercial, financial, quality assurance, resource management and administrative support to the PES team, as well as playing a key role and interface with both internal Sodexo Segments and external clients. | | | | | | | | | |
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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. | | | | | | | | | |
|  |  | EBIT growth: | tbc |  |  | Outsourcing rate: | n/a | Region Workforce | tbc |
| Revenue FY17: | €tbc | EBIT margin: | tbc | Growth type: | n/a |
| Net income growth | : tbc | Outsourcing growth rate: | n/a | HR in Region | tbc |
|  |  | Cash conversion: | tbc |  |  |

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| 3. Organisation chart |
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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. |
| * Build strong effective governance and reporting mechanisms. * Build strong internal networks across the business to maximise outreach and relationships. * Maintain strict levels of confidentiality and comply with data protection requirements at all times. * Assess and resource the requirements to meet the business/clients need * Client interface and quality management * Ensure performance is maintained (governance and visibility) * Ensure that committed targets are met or exceeded * Ensure processes are in place to deliver regulatory requirements |

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| **5. Main assignments** – Indicate the main activities / duties to be conducted in the job. |
| * To provide administrative support to all members of the Professional Engineering Services Team. (PES) * Commercial   + To support in the production of scope of works, and commercial proposals to external clients.   + To liaise with the Sodexo Legal & Finance departments and external clients to obtain agreed Terms & Conditions.   + To ensure all proposals are approved by Legal, Finance and Signed by the appropriate Sodexo signatory based on value. * Financial   + To support the production of costs for bids and submit for approval.   + To manage and oversee the monthly time reporting system for the PES team, including the production of invoices for Sodexo internal UK & Ireland and our external clients. * Quality Assurance   + To support the completion of and version control of policies, procedures, guidance, forms and templates owned and managed by the PES team.   + Undertake assurance reviews on internal and external client reports prior to issue.   + Proactively manage, track, maintain and update team audit schedule, NCR & OFI Registers and AP Appointment Registers for internal and external clients.   + To manage the PES Team training matrix, identifying and organising when training is due. * Resource Management   + Maximising performance through resource optimisation to match supply and demand. * Administration   + To support and coordinate meeting request for members of the PES team involved in contract mobilisation and client progress meetings, and to organise and support internal team meetings.   + To play a key role in administering and ensuring compliance of a discipline specific audit programme, with the required governance and management methodology and tools.   + Manage office supplies, equipment and PPE for the Team.   + Collation and presentation of data where required.   + Act as an interface with internal and external clients, with respect to routine reports, work requests and distribution of reports and appointments. |

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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. |
| * Successfully complete your allocated deliverables within agreed timescale and quality parameters. * Successfully support the PES Team with respect to scheduling and delivery of agreed activities.   Successfully maintain the quality and standard of all documentation and records.   * Successfully manage internal and external client data, including reports, records, data analysis and feedback. * Produce Weekly/Monthly schedules to enable the AE Team to meet delivery of agreed actions and contract specifications. * Ensure all financial processes are completed in line with company policies and procedures and in a timely fashion. * Delivery of a consistent level of service, within the Company's standards, to the contract specifications and service offered. |

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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**   * Strong administrative experience. * Excellent team organisation and coordination skills. * Highly organised and responsive, with ability to deliver under pressure. * Excellent documentation skills. * High levels of computer literacy – Microsoft Office, Excel, Power Point, MS Visio and Outlook. * Excellent communication skills with the ability to select the most appropriate method of communication with the ability to present professional information in a relevant and well-reasoned manner at all levels. * Resilient, able to work autonomously, and comfortable with rapid change. * Ability to work openly and collaboratively. * Strong attention to detail. * Willingness to learn. * Analytical thinker with the ability to make decisions by gathering and evaluating complex data and consulting others, seeing multiple cause and effects on outcomes.   **Desirable**   * Proven Quality Assurance competency with documentary evidence. * Proven Commercial and Financial competency with documentary evidence. * Proven health and safety competency with documentary evidence. * Basic Hard FM technical awareness. * Experience of SAP. * Process mapping techniques. |

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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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|  | Client & Customer Satisfaction / Quality of Services provided | Innovation and Change |  |
| Rigorous management of results | Planning and Organising |
| Brand Notoriety | Personal Impact |
| Commercial Awareness |  |
| Employee Engagement |  |
| Learning & Development |  |

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| **9. Management Approval** – To be completed by document owner | | | | | |
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|  | Version | REV 2 | Date: 1st May 2025 |  |  |
|  | Document Owner | Steven Lean | | |  |