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 |  |