

Job Description:



Function:	Technical Services – Northumbria University
Position:	Project Manager, Life Cycle
Immediate manager (N+1 Job title and name):	Head of Technical Operations
Additional reporting line to:	N/A
Position location:	Unit Based – Various Sites across Newcastle upon Tyne and Gateshead. Provide support to other sites within segment nationally if required.

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

- To deliver exemplar Project Management Services that comply with legislation, regulations and relevant codes of practice to achieve a class leading return on investment.
- Contribute in futureproofing the estates infrastructure and overall resilience to enable the client to attract more long term residents to its rental portfolio
- To prepare, benchmark and oversee the safe delivery of all M&E building service and building fabric projects activity at client locations as required whether delivered in-house or via contracted services.
- To deliver a high-quality customer journey to all stakeholders through the provision of a sector leading service ensuring longevity of the installed assets with the absolute minimum of downtime/disruption to the building users/residents across the UNN estate, ensuring all building systems are available and safe for use at all times
- To support our client in delivering sector leading accommodation services and advise them in growing/developing the reputation of Northumbria University locally and globally while setting them apart from their regional and national competitors.
- To support the wider Sodexo team locally, regionally and nationally as required in line with our corporate values of Service Spirit, Team Spirit and Spirit of Progress

2. Context and main issues

- With an ageing estate and limited budget, demonstrate value for money and a class leading return on investment percentage to the client and showcase our PM offering
- Present a succinct and joined up approach to the life cycle project management plan (PMP) to assist in future proofing the estates assets
- Lead all projects (MEP, building fabric, and resilience works) from inception to completion.
- Ensure all works comply with statutory regulations including CDM 2015, Building Safety Act, and our governance frameworks.
- Manage contractors, consultants, and suppliers, leveraging site knowledge to inform selection and performance management.
- Control project budgets and schedules, providing accurate reporting to senior leadership.
- Act as a trusted adviser to stakeholders, applying lessons learned from historic projects to current and future works.
- The individual will require extensive knowledge and experience of building services systems and will be able to undertake and manage the asset renewal life cycle plan lead the site team professionally with a high level of technical ability.

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

- Create detailed project plans outlining objectives, timelines, deliverables, RAMS and project milestones
- Carry out initial site surveys for all the production of all scopes of works.
- Facilitate the tendering process with suitable contractors and evaluate all proposals for capability and make recommendations on best value solutions detailing risk profiles
- Define scope and purpose while working with stakeholders to establish realistic expectations
- Develop work breakdown structures and resource allocation plans to ensure minimal gating issues
- Set clear and achievable targets for milestones and establish deadlines for all stakeholders
- Streamline communication channels across departments
- Resolve conflicts that could impact project progress/timelines and cost
- Delegate tasks ensuring everyone understands their roles and responsibilities
- Track costs and identify budget overruns before they happen
- Make strategic decisions about resource allocation
- Advocate for additional funding, when necessary, with detailed business case analysis
- Find creative solutions to stay within constraints
- Conduct regular risk assessments throughout project lifecycle
- Develop contingency plans for potential obstacles
- Implement mitigation strategies proactively
- Adapt quickly when unexpected challenges arise
- Serve as bridge between client, team members, and vendors
- Provide regular status updates to all parties
- Facilitate decision-making discussions
- Ensure alignment across all stakeholders
- Ensure deliverables meet quality standards and client expectations
- Implement quality control processes and conduct regular reviews
- Maintain comprehensive project documentation
- Generate weekly/monthly status reports, change requests, and post-project analysis

4. 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.

- Ensure all project deliverables are executed on time and to schedule with minimal risk
- Support the Sodexo team to deliver innovation and all contractual SLA's and KPIs to improve service delivery and always keep us in a state of full compliance
- Assist the Management team to promote a positive Health and safety culture across the site.
- To deliver a consistent level of service, within Sodexo's standards, to the contract specification and agreed performance, qualitative and financial targets.

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

Essential:

- Ideally you will have previous experience working in an Higher Education setting within a live operational estate
- You will have a minimum of 5 plus years' experience as a Project Manager, managing budgets between £5K & £1 million
- Ideally you will be Prince 2 qualified or have a recognised Project Management Qualification
- You will have a high awareness and working knowledge of Health & Safety
- You will be a strong leader, you will naturally lead by example, influence, engage and motivate others.
- An individual with excellent interpersonal skills, you will be able to communicate easily with others, whilst demonstrating high levels of listening skills. You will be able to converse effectively with stakeholders at all levels internally and externally
- You will have strong sense of commercial awareness
- The ability to juggle various sized projects at once, planning and prioritizing will be an everyday occurrence
- You are comfortable problem solving and dealing with conflict management
- You will be resilient, even after a difficult day you can pick yourself up and motivate and encourage others
- Implement quality control processes and conduct reviews
- Experience in preparing comprehensive project documentation
- Implement quality control processes and conduct reviews
- Maintain comprehensive handover project documentation
- Knowledge of construction contracts and procedures
- Comfortable in generating succinct but concise status reports, change requests, and post-project analysis
- NEBOSH/IOSH Managing Safety Qualification

Qualities and Attitude

- Punctual, confident, outgoing and presentable with a can-do attitude
- Enthusiastic and committed to Sodexo objectives and overall strategy.
- Personally motivated with initiative, flexibility, and innovation to continually develop skills

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

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ Leadership & People Management
■ Brand Notoriety	■ Employee Engagement
■ Learning and Development	■ HR Service Delivery

7. Management Approval – To be completed by document owner

Version	TM-4	Date	27/12/2025
Document Owner			

Managers Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	