

**Job Description:**

**Technical Facilities Manager (Scotland)**

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| 5. 2. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Services are delivered to highest standard across a cluster of sites with service excellence as standard
* All SLA’s are met and exceeded with no failures to contracted standards
* Manage PPMs and reactive works to be completed on time and within budget
* Management of PPM’s & reactive works via Help Desk, Mobile engineers, and wider Technical Team, admin support
* Manage all aspects of the mobile engineering team to provide an outstanding service, including work assignments, performance/ time management and relevant training
* Full compliance with all statutory/ mandatory PPMs
* Management of statutory duties, including Legionella and Asbestos management within Moray House and be the Point of Contact for our client’s Enablon/ EQMS system with updates/ closures, reviews, Audits, drills. Attend H&S committee meetings.
* Health & Safety compliance with ongoing proactive management of any risks
* Risk register maintained and managed to reduce all risks
* Work alongside Account Support Manager to evaluate financial performance and to control and improve financial performance
* Support the Account Support Manager in preparation of monthly stakeholder meeting and attendance as said meeting
* Seek & identify new opportunities for Innovation and cost savings
* Manage and issue Permit to works and Risk Assessment/ Method Statement as required, oversee contractors at Moray House under Contractor management
* Sub-contractor Management
* Costing and submitting Variation Orders to scope changes and additional/ reactive works, quotes, requested works
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| Function: | Operations |
| Position:  | Technical Facilities Manager (Mobile, Scotland) |
| Job holder: | Vacant position/ replacement |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Account Support Manager |
| Additional reporting line to: |  |
| Position location: | Scotland: North Cluster |
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| 1. Purpose of the Job |
| * Manage the delivery of hard services to a cluster of Client sites throughout the North of Scotland, ensuring outstanding service delivery while meeting or exceeding Sodexo Service Line Agreements (SLA’s)
* Elgin office based with travel to multiple Client sites around the North of Scotland: Including Moray, Isle of Skye, Ross-shire, Inverness, Sutherland, Aberdeen-shire
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| 2. 3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Cost saving initiatives
* Environmental initiatives
* Client satisfaction and retention
* Interface and liaise with multiple client stakeholders across the cluster, including face to face meetings and engagement in stakeholder calls
* Understanding, implementing, and abiding by all Sodexo & Client Policies and Procedures
* Comprehensive knowledge of Contracts, scope and management thereof
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| 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. |
| * 100% Client retention
* 100% KPI compliance
* Health & Safety compliance across all sites
* Implementation and adherence to all legislative requirement
* Act as operational interface between Client & Account Management and build solid relationships
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| 5. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position. |
| **Essential*** 5+ years’ experience of working in a Facilities Management environment with Hard Services responsibility
* Experience working within a fast paced, high-pressure environment
* NEBOSH
* Permit to Work/ RAMS experience
* Legionella/ Asbestos awareness/ qualifications
* IT Skills: MS Office, Outlook
* Excellent communication skills
* Self starter with strong Management and Facilities experience
* Ability to manage multiple workload and shifting priorities
* Willingness to travel is essential to the role

**Desirable*** IWFM Qualified
* Technical Qualification
* Experience of working on CAFM Systems (Maximo) & Web based Contractor Portals
* Asset Management experience
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| 2. 7. Organization chart – Indicate schematically the position of the job within the organization. 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. |
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Received:

Date:       Date:

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