

Job Description:   
Facilities Support Coordinator

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| Function: | | | | Government & Agencies UK & Ireland, Property Professional Services | | | | | | | | |
| Job: | | | | Facilities Support Coordinator, i2020 | | | | | | | | |
| Position: | | | | Facilities Support Coordinator | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Facilities Support Hub Manager | | | | | | | | |
| Additional reporting line to: | | | |  | | | | | | | | |
| Position location: | | | | Northern Ireland (Belfast, hybrid) | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * Operate an efficient Support Hub while providing great customer service. * Manage the work orders through to completion and escalate any issues * Support delivery of Facilities Management services across the client estate, including supporting maintenance, compliance, asset management functions * Provide support to the Support Hub Manager, PPM Coordinator, Maintenance Operation Manager, Procurement and Compliance Manager and Maintenance Officers * Accurately record requests for service, act proactively within agreed procedures and processes, and escalate if necessary * Assist with producing reports to assist in various aspects of managing performance in maintenance and compliance activities. | | | | | | | | | | | | |
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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. | | | | | | | | | | | | |
| Revenue FY13: | €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 | | * Effective and efficient delivery of planned and reactive maintenance activities across a diverse estate comprising circa 150 sites across Northern Ireland. * Ability to prioritize workloads during periods of competing demands. * Follow agreed processes to handle requests from internal and external service users. | | | | | | | | | | |

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| 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. |
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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. |
| * Apply logic to ensure all service requests received are recorded, actioned and followed through to completion in line with contract Key Performance Indicators and agreed processes; * Operate Computer Aided Facilities Management systems (CAFM, QFM), Document Management Systems (DMS, Docuware) and other relevant systems correctly to ensure asset, maintenance and compliance data is recorded accurate and in a timely manner; * Support the management of contractors and supply chain partners by maintaining effective and accurate records to monitor contract performance; * Act as a central source of information dealing directly with customer queries; * Support the delivery of reports to internal and external stakeholders on maintenance and compliance performance; * Ensure works are completed on time and appropriate documents are received and recorded correctly; * Support the delivery of compliance across the maintenance service. |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Accurately record reactive and planned maintenance service requests (taken via calls, emails, self-service portal) so that the problem and severity can be determined and actioned appropriately within a timely manner; * Maintain a high level of accuracy when obtaining and inputting information; * Ensure escalation procedures are followed so that more serious issues are managed and communicated effectively; * Monitor planned and reactive maintenance performance, identifying poor performance and undertake remedial action to ensure timely completion to agreed standards; * Support contract performance reporting; * Clear and professional communication skills via telephone and written communications; * Achieve a high degree of customer satisfaction amongst internal and external customers, applying logic to service and assistance requests, ensuring timely completion and/or escalation of more serious issues in accordance with agreed procedures and processes; * Support the capture, recording and reporting of compliance activities with legislative, statutory, policy and contractual obligations; * Provide reporting data as required (generally monthly, some ad-hoc); * Undertake day to day administration as part of the support to assets, maintenance, compliance and commercial functions; * Update maintenance records to show accurate completion information in liaison with the wider maintenance team and supply chain; * Review work orders for accuracy and clarity: clear scope of work, realistic completion date, appropriate lead times, equipment identification, discuss details with originator as necessary to obtain information; * Update the asset register in accordance with the agreed procedure; * Support the upkeep of PPM schedules; * Support the commercial team and contractor management by producing reporting on contractor performance (e.g. number of jobs, notified, started, completed, extended etc in a period); * Ensure accurate compliance records are maintained within the CAFM and DMS; * Assist CAFM users to achieve operational service requirements, planning, carrying out and documenting evaluations and tests to ensure stakeholder requirements are met. * Build professional relationships with stakeholders, delivering effective business communication, and contributing to team meetings and formal or ad-hoc reporting as appropriate; * Support continuous improvement; * Process Technical Assurance requests; * Upkeep office supplies as required; * Arrange meeting rooms and associated items s required; * Undertake further training as required. * Fully comply with the Information Security and Security requirements of the contract; * Ensure effective reporting Need to Know incidents. * Input of data from asset and condition surveys * Provide administrative support in meetings * Ensure compliance with all Sodexo policies, procedures and directives. |

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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. |
| * Support the Support Hub Manager * Ensure quality and consistency in the Support Hub service, provide quality data to customers and suppliers * Knowledge of support hub processes and procedures * Capture accurate data, maintain accurate records and report in an accurate and timely manner * Great customer service with frontline contact with clients and the occupiers of the facilities, prioritising work requests on severity and impact |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Experience proving helpdesk or call centre services, developing productive working relationships with customers and suppliers * Experience engaging supply chain and contractors to deliver excellent performance * Knowledge of engineering compliance and engineering standards best practice * Capable of prioritising and problem-solving issues * Customer services experience and the ability to communicate at all levels * IT skills using Microsoft Office applications, CAFM, DMS etc. * Practical experience of working with facilities management procedures * Understanding of Health and safety and risk management * Good written and verbal communications skills * Good organisation and planning skills * Knowledge of work ordering system * Manage multiple priorities simultaneously * Qualified equivalent to NVQ * Approachable and tactful |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client & Customer Satisfaction / Quality of Services provided | * Analysis and Decision Making | | * Rigorous Management of Results | * Planning and Organising | | * Brand Notoriety | * Innovation and Change | | * Learning & Development | * Communicates Effectively | | * Team Work |  | |

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| 9. Management Approval – To be completed by document owner |
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