

Job Description:
Systems Lead

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| Function: | Government UK & Ireland, Property Professional Services |
| Job:  |  |
| Position:  | Systems Lead |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Operations Director, Property Professional Services |
| Additional reporting line to: |  |
| Position location: | London or Swindon - hybrid |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| This senior leadership role will work in partnership with a high-profile, blue light, service Organisation to provide application design, development, support, and reporting for an Integrated Property Services contract. The key systems being deployed are an Integrated Workplace Facilities Management System (IBM TRIRIGA) and a Finance system (Premonition) supported through a common data environment hosted in Microsoft Azure and Power BI for integrated reporting. Reporting to the Operations Director, this role will manage the relationship and contracts with all internal and external systems providers and will drive innovation both into this service contract and across Sodexo’s Property Professional Services business.The post holder will also play a key role supporting Property Professional Services Senior Leadership Team in business development activities and provide leadership and strategic advice in relation to Systems Roadmap. |
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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 FY22: | €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  | * A property portfolio of c.200 sites across the Greater London area sqm with total property running costs of c.£190 million
* c.80,000 building assets
* 5 TRIRIGA modules to be deployed initially
* 4 Premonition modules to be deployed
* Externally hosted platform to meet client’s information security requirements utilizing Microsoft Azure
* Line management responsibility for 6 team members
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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. |
| As Systems Lead you will:* Develop the IT systems in line with the Authority and the supplier Account Development Plan.
* Provide ongoing expertise and best practice in Property Systems Strategy and advising the Authority of trends and innovations in this area by monitoring the latest versions of software available from supplier vendors and ensure regular system capability and functionality reviews are undertaken to consider options for improvement and innovation​
* Ensure that the contract is fully compliant with the Information Security requirements of the contract and that all team members are aware of and adhering to the Information Security Management System.
* Ensure that the contract has the right level of support from internal and external systems vendors and be the principal contact for both the contract and Property Professional Services for Sodexo IS&T and all IT vendor management.
* Be willing to support other members of the contract team to minimise the impact on service levels and contractual obligations.
* Take ownership of delivery of wider contractual obligations outside immediate service area as required.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Oversee the maintenance and development of the Common Data Environment ensuring that the associated contractual reporting obligations are met.
* Oversee the maintenance and development of interfaces to client and supplier systems promoting high quality interoperability to automate processes.
* Oversee the development of systems ensuring robust and rigorous testing and release management protocols and processes.
* Oversee the definition, Implementation and Reporting of Data Standard, including maintenance of the data model.
* To manage and operate the IT systems to the Performance and Security standards.
* Leads Integrator engagement at the joint Authority / Sodexo Technical Board
* Lead the Systems team and report upwards to the Operations Director.​
* Ensure all support and application development processes and standard operating procedures are current and up to date.
* Own the IT Service Solution and contribute to 6 monthly updates as required.
* To actively participate in your community of practice, driving service innovation, supporting the evolution of Property Professional Services service offerings and the development of staff in your community.
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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. |
| * To manage and operate the IT systems to the Performance and Security standards (e.g. KPI’s and ISMS).
* To develop the IT systems in line with the client and The Supplier Account Development Plan
* To manage a Common Data Environment (CDE) where all systems of record and single data sources are stored.
* To establish and maintain interfaces to client networks and systems
* To establish and maintain interfaces to the client Supply chain partners ensuring security of information assets
* To manage and operate an MI & Reporting service delivering accurate and assured information and analysis
* Maintenance of Property Professional Services Systems Roadmap
* Principal contact within Property Professional Services for Sodexo IS&T and IT vendor management
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Professional:*** Relevant degree and/or professional qualification although demonstrable track record and experience will take precedence
* Proven experience in developing and supporting property systems
* In depth knowledge of the operation, support and development of Integrated Workplace Facilities Management (IWFM) and Property Finance systems, experience in TRIRIGA desirable
* Excellent knowledge of existing and emerging technologies in the Property sector
* Highly skilled in designing technical architectures and integrating systems

**Personal:** * Strong organisational skills & ability to prioritise & manage complex projects and administering work
* Excellent interpersonal skills, with an ability to work with people at all levels and across functions, communicating, listening and gathering information
* Strategic thinker with a client focussed mind set and able to build client relationships at all levels
* Using persuasion and influence to win support for the benefit of the business
* Team leader, self-motivated, proactive and work well under pressure
* Flexible and able to cope with ambiguity
* Excellent time management and prioritisation skills with a strong focus on results
* Work in such a way that upholds and promotes the client values of professionalism, integrity, courage and compassion.
* Applicants need to be eligible to pass security vetting carried out by the Client
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| 8. Competencies –  |
| * Client & Customer Satisfaction / Quality of Services provided
* Rigorous management of results
* Innovation and Change
* Leadership and People Management
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| 9. Management Approval – To be completed by document owner |
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| Version | 0.2 | Date: 3 October 2022 |  |
| Document Owner | Amanda Nijjar |

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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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