

Job Description:
Estates Manager

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| Function: | Defence – Technical Services |
| Position:  | Estates Manager |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Technical Services Manager |
| Additional reporting line to: | N/A |
| Position location: | Colchester Garrison |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Responsible for the efficient & profitable delivery of Sodexo’s contractual and internal obligations relating to Estates Management. Ensuring continual compliance with contractual, legislative and group policy.
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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  | Key Performance Indicators (KPI)* Delivery of contractual obligations as set out within the SSS
* Conform with company and legislative policy
* Ensure departmental Estates budgets of approximately £2M is maintained
* Effective management of 1direct line reports including employee engagement and PDR’s
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Draft. Version: 27-03-2014

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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. |
| * Ensure the completion of contractual obligations relating to grounds & waste management including reactive tasks within permitted time frames so that punitive deductions are minimized
* Mitigating any risk that arises from the non-completion of statutory & Non statutory tasks
* The timely updating of the Management Information System with work completion data
* Managing the coordination of building access with the customer
* Ensuring that the delivered service is deemed Value For Money in terms of time quality and cost
* Striving to achieve optimum value via innovative methods.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Finance*** Ensuring departmental budgets are maintained.
	+ - * Review actual performance against budget with management team and create action plan to correct any shortfall identified
			* Manage all liaisons with all detailed sub-contractors
			* Identify improvements to service provision by evaluating and reviewing traditional methods and working practices
			* Identify and implement new ideas and innovations within the contract subject to a service managers approval
			* Preparation of accurate forecast, financial reports and monitoring of spending for the contract
			* Implementation of amendments
			* Timely actions for all relevant help desk events
* Production of robust business cases to reduce bought in services and increase self-delivery
* Drive down both subcontractor and supplier costs through effective and robust tendering

**Contract and company compliance*** To manage the Estates management department ensuring the correct number/skill mix of colleagues and subcontractors to meet demand ensuring the organisation is able to deliver its service obligations at all times in an efficient manner
* Responsible for delivering and enhancing all grounds maintenance activity in the region of £1m,
* Responsible for site wide waste contractual obligations.
* Ensuring vehicle Fleet is fit for purpose and operational at all times.
* Ability to provide additional managerial support to the help-desk when required.
* Ability to undertake contractual Audits as part of the self-assessing arrangements.
* Undertake primary review of potential deductions
* Establish, maintain and manage a fit for purpose supply chain
* To undertake inspections to ensure quality standards, both in terms of workmanship and materials, are maintained and ensure that any actions arising are completed
* Ensure policies and procedures are established and implemented to make certain all tasks are completed within the required contractual timeframes
* Attending meetings as directed with RMPA, CMT and Garrison to discuss works programming and progress
* Developing, implementing and managing processes, systems, resources and reporting required to meet the performance and service criteria of the contract, whilst ensuring compliance with contractual and Sodexo governance
* Provide monthly KPI reports on performance
* Support the population of the Management Information System to ensure it is fully and correctly populated with all assets, job plans, programming and sequencing of maintenance activities
* Demonstrate ownership and control of specialist suppliers required to complete works
* Close out all non-conformances within the agreed timescales
* Ensure productivity and efficiency of the department is maintained and demonstrable
* Participate in On Call and escalation processes and activities
* Responsibility for stock management including innovation in controls, and financial projection and reporting.

**Health and Safety*** Foster a positive health and safety culture whilst ensuring compliance with applicable statute and Sodexo policies and processes
* Carry out Authorised Person duties as required

**HR*** Responsible for ensuring that HR issues are dealt with in line with Sodexo Policies and Procedures
* Develop individuals into an efficient, flexible and coherent team taking into account required competencies and succession planning

**General*** Delivery minor works projects relating directly to the Estates team.
* Providing advice and assistance on all works and issues to the Estates department and where appropriate RMPA, CMT and Garrison
* Work closely with the Helpdesk team to resolve all technical enquiries
* Support the pursuance of construction related latent defects with SRML and RMPA through detailed fault analysis and contribution to robust business cases that clearly highlight the latent defect with a view to removing/minimising Sodexo risk
* Provide support in the production of robust business cases for Lifecycle Replacement Works
* Support the cost recovery of Barrack Damages through the timely and accurate completion of worksheets and provide contextual evidence where necessary
* Establish, maintain and further develop a professional and credible working relationships with all stakeholders
* Carry out other reasonable tasks as directed to meet the operational requirements of the business

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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. |
| * Delivery of all Estates departmental obligations
* People Management of individuals within department
* Management of Quality, Health, Safety and Environmental
* Compliance/adherence to applicable statute and applicable policies and procedures
* Managing and deliverable departmental financial obligations.
* Record Keeping
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Relevant Building & Civil qualification, or experienced FM Management history
* IOSH Managing Safely or equivalent
* Familiarity with operating Safe Systems of Work
* Experience of team management.
* Experience in working within a PFI framework.
* Management of supply chain experience
* Excellent interpersonal skills with the ability to relate to all levels within the organisation and with customers and clients
* Ability to be an effective team player within a management team
* Commercial awareness and experience in managing departmental P n L
* Flexible with the ability to work under pressure
* Capable of working on own initiative and without supervision
* IT literate with experience of Microsoft Office
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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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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Management
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| Version | V1 | Date | 24/05/2016 |
| Document Owner | Gareth Cuthbert |

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