

Job Description:
Estates Officer

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| Function: | Defence – Technical Services |
| Position:  | Estates Officer – Projects /Ops. |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Estates Manager – Brett O’Neill |
| 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.  |
| To support the Estates Manager and team in the efficient and profitable delivery of Sodexo’s contractual and internal obligations relating to:* The Delivery of Client /Authority and Sodexo projects to programme and budget primarily within the Estates arena but also other areas of Technical Services including some operational delivery of planned & reactive services within the Estates asset base.
* Supporting of client /internal requests for feasibility studies, specification writing, optioneering, report writing and compiling business cases etc relating to Facilities, Buildings, M&E services /assets etc.
* Delivery of Defect related projects within various disciplines and supporting this latent defect process.
* Production of technical Inspection reports/Condition survey of facilities, buildings ,Infrastructure as required.
* 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: | £0 | EBIT growth: | 0 | Growth type: | N0 | Outsourcing rate: | 0 | Region Workforce | 0 |
| EBIT margin: | 0 |
| Net income growth: | 0 | Outsourcing growth rate: | 0 | HR in Region  | 1 |
| Cash conversion: | 0 |
| Characteristics  | Key Performance Indicators (KPI)* Conform with company and legislative policy
* Support the capture and monitoring of departmental budgets.
* Key Supplier and Self delivery Management
* Commercial awareness
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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 must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Responsible for delivering latent defect related projects and supporting this process with key stakeholder engagement – Client, Authority, Sodexo, 3rd parties
* Responsible for certain Planned, Reactive functions, both Statutory and Non- statutory relating to the Estates assets for example Grounds, Waste, Infrastructure, Structure, Facilities etc. on time, to budget and specification, and in line with contract KPI’s
* Minimising / mitigating liabilities to Sodexo
* Ensure the completion of contract reactive tasks within permitted time frames so that punitive deductions are minimized
* Ensure the timely updating of the Management Information System (QFM/Cobra) with work completion data
* Managing the coordination of building access /projects work with the stakeholders.
* Ensuring that the delivered service is deemed value for money in terms of time quality and cost
* Identify innovation and best practice with view to implementation.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Finance*** Provide supporting data to ensure departmental budgets are maintained and on track.
	+ - * Manage financial 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 Estate Manager’s approval
			* Timely actions for all relevant help desk events
* Production /collating of data and robust business cases to reduce bought in services and increase self-delivery
* Contribute to driving down both subcontractor and supplier costs through effective and efficient monitoring.
* Monitoring, awareness, and review of financial spend to keep within agreed budget.

**Contract and company compliance*** Responsible for delivering latent defect related projects and supporting this process with key stakeholder engagement – Client, Authority, Sodexo, 3rd parties
* Responsible for certain Planned, Reactive functions, both Statutory and Non- statutory relating to Estates assets such as Grounds, Waste, Infrastructure, Structure, Facilities etc. on time, to budget and specification in line with contract KPI’s
* Supporting of client /internal requests for feasibility studies, specification writing, optioneering, report writing and compiling business cases etc relating to Facilities, Buildings, M&E services /assets etc.
* Ability to provide additional support to the helpdesk when required.
* Support Estates manager to 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 maintained 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
* Assist in the developing, implementing and managing of processes, systems, resources, and reporting required to meet the performance and service criteria of the contract, whilst ensuring compliance with contractual and Sodexo governance
* Input to 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 planned maintenance activities.
* Demonstrate control of specialist suppliers required to complete works in given area.
* Close out all non-conformances within the agreed timescales
* Support the productivity and efficiency of the department.
* Participate in On Call and escalation processes and activities as required.

**Health and Safety*** Foster a positive health and safety culture whilst ensuring compliance with applicable statute and Sodexo policies and processes
* Enforce / oversee health & safety within own areas of responsibility

**HR*** Where applicable develop individuals within team into an efficient, flexible, and coherent team considering required competencies and succession planning.

**General*** Delivery of minor works projects relating directly to the Estates team and that of other areas of the business as required.
* 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 relating to Estates
* With the Estates Manager support the pursuance of Estates 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 relationship with all stakeholders
* Carry out other reasonable tasks as directed to meet the operational requirements of the business
* Identify innovation and best practice with view to implementation.
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| Dimensions: no budget responsibly - £500 DOANo direct reports currently |
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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 Project management of Sodexo /Client /Authority projects to programme, specification and cost.
* Support the Operational management of all Estates & Grounds departmental obligations
* People Management of individuals within department where required
* Ensuring compliance / adherence relating to Quality, Health, Safety and Environmental regulations.
* Working within the deliverable departmental financial obligations.
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| 7. Person Specification – Indicate the skills, knowledge, and experience that the job holder should require to conduct the role effectively |
| * PM/FM /Technical qualification in a relevant discipline demonstrating a wide and developing knowledge base within all areas /disciplines
* Supplier management experience.
* IOSH Managing Safely or equivalent and a good understanding of managing H&S
* Familiarity with operating Safe Systems of Work
* Experience of building a team desirable.
* Experience in working within a PFI framework is desirable.
* Excellent interpersonal skills with the ability to relate to all levels within the organisation and with customers and clients and suppliers
* Ability to be an effective team player within an Estates/ Technical Services team.
* Demonstrate a high level of self - management
* Flexible with the ability to work under pressure
* Capable of working on own initiative and without supervision
* IT literate with experience of Microsoft Office
* Experience with using CAFM systems and data management systems.eg QFM/Global Maximo
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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
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| * Commercial Management
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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 | 05/07/21 |
| Document Owner | Brett O’Neill |

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