

Job Description: Facilities Co-ordinator



Function:	Administration
Position:	Facilities Co-ordinator
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Service Delivery Manager
Additional reporting line to:	
Position location:	Colchester Garrison

1. Purpose of the Job – State concisely the aim of the job.

- The post holder will be responsible for (but not limited to) assisting in the receiving, assigning, daily supervision, successful completion and worksheet sign-off in line with the payment mechanism of all self delivered planned and reactive maintenance tasks

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			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics									

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.

Service Delivery
Manager

Facilities Co-
ordinator

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.

- Planning of allocated tasks
- Extracting accurate information from hard copy documentation
- Flexibility to change priorities whilst carrying out duties
- Barrack damage claims preparation
- Liaise with Service Delivery Team to ensure accurate processing of quotations, purchase orders, completions, invoices and remedial works.
- Self-motivated. Able to prioritise demands under pressure.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Monitor Maximo for all reactive maintenance tasks. Amendments and log notes made as appropriate.
- Assist in tasks assignment to the Engineers within the team and ensure timely and compliant completion.
- Support the procurement of materials via SAP as appropriate in accordance with Tech Officers.
- Ensure all self- delivered PPMs, job plans and sequencing of works are correctly entered into and scheduled in Maximo
- Work in partnership with the Helpdesk Administration team to ensure seamless service delivery
- Monitor all tasks and provide timely updates and appropriate job files for tasks which are likely to exceed the reactive maintenance cap to Engineering Supervisor and/ or Service Delivery Manager or Client as necessary
- Monitor all Contractors on-site to ensure compliance with all H&S requirements e.g. WAF for all tasks.
- Monitor all Engineers are working effectively and in a timely fashion whilst carrying out their duties.
- Provide supporting evidence in support of any Barrack Damage claims e.g. Engineers photos.
- To carry out any reasonable request made by the Tech Officers and Service Delivery Manager.
- Assist in dealing with relevant invoice queries and ensure data available for finance in a timely manner.
- Co-ordinate PM remedials, identify request quotes and arrange for external contractors to carry out works.
- Taking minutes at PM and Contract Meetings when requested.
- Raising Purchase Orders for materials and sub-contractors.
- Running weekly Maximo/Cobra reports to track status of tasks.
- Ensuring tasks are completed to required SLA/KPI's.

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.

- Accurate archiving of completed work sheets within the Maximo/Cobra and hard copy filing system.
- Timely raising of purchase orders to complete works within contractual timescales.
- The precise input of work information into the Maximo/Cobra system within a timely fashion.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- All worksheets are checked and signed off in a timely and compliant manner.
- Maximo/Cobra WO logs and statuses are update daily to reflect timely and correct status of all tasks.
- Provide weekly/ monthly Work Order status and KPI reports as necessary.
- Experience of operating within a diverse defence engineering and FM environment.
- Line management experience of a diverse technical multi-skilled work force.
- Must work well within a team and support the Service Delivery Manager and Tech Officers whilst able to make decisions based upon own knowledge and initiative.
- Must have strong IT skills, be proficient in Microsoft Office and familiar with Data Base type software
- Strong leadership and interpersonal skills
- Excellent organisation skills are required to for fill the planning of Reactive and Planned Maintenance works
- Proven experience in an Engineering Administration role with a proven track record in Facilities Management.
- Undertake training of staff as and when required.
- Good basic education, with GCSE passes in Maths and English.
- Smart appearance.
- Be flexible to work outside core hours when required.

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
- Rigorous management of results
- Brand Notoriety
- Employee Engagement
- Learning & Development
- Excellent time management and organisational skills
- Demonstrate a strong sense of Client focus.

9. Management Approval – To be completed by document owner

Version	2	Date	23 June 2017
Document Owner	Garry Traveller		