

Job Description:
Data Manager

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| Function: |  |
| Job:  | Data Manager  |
| Position:  | **Data Manager** |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Account Manager |
| Additional reporting line to: |  |
| Position location: | Leeds UK |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| Overall responsibility for maintaining the client organisation system solution used to manage reactive and pre-planned maintenance activities, H&S, room booking, risk, project planning and asset management. Responsible for collecting, managing and maintaining a consistent and accurate set of data within the system solution which can be used to make reliable and informative conclusions by the business. Formalise business processes which ensure updates and changes are managed in a structured manner. As the subject matter expert, the role requires communication to the wider team regarding adoption of best practice and any operational changes regarding the system. The role requires interfacing with all users of the system to ensure users are fully trained. To contribute to the Maintenance department strategy by indicating the requirements and functionality of the system.  |
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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. |
|  | * 100% accurate data in the system
* Agreed work flow will be demonstrated unless there is a business change
* Data integrity, accuracy of contractor dispatch and payments
* Regular and timely implementation of change
* Identification of system and business process improvements
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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. |
| Account ManagerData Manager |

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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. |
| * Working with client to resolve issues
* Understanding different client needs
* Provide alternative solutions where system functionality cannot support original request.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Customer/Colleague*** Ensuring that all agreed work flow is maintained
* Promoting best practice and ‘pushing’ innovation to all users
* Being the custodian of all ‘change requests’ that relate to data and workflow
* Maintaining strong relationships with our internal and external customers
* Communicating relevant change
* Delivering specific training relating to system usage or related business processes
* Sharing of system knowledge
* Listening to feedback and responding with action
* Leading by example, promoting positive and professional behaviours
* Contributing to ensuring a first class service to all customers (internal & external) is delivered. Ensuring that tasks are resolved quickly and cost effectively

**Operational** * Taking ownership of system improvements which will deliver additional value
* Setting and maintaining processes
* Ensuring that any issues identified with the system are reported to the system provider in a timely manner
* Updating and managing the information and data in the system
* Ensuring the system is free from error and uncertainty

**Sales, Profit and Cash*** Supporting the Finance Team to manage and report on costs, using information from the system
* Supporting system queries relating to supplier payment
* Supporting procurement with system data in contract discussions/supplier reviews
* Undertaking bespoke system data analysis to drive value from our maintenance operation
* Providing a service which limits down time of our retail/manufacturing and logistic sites
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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. |
| * Change projects are managed in accordance with time, cost and quality targets agreed at initiation
* A culture of continuous improvement delivers an innovative product set and compelling market offer
* Stakeholders are kept informed about the change programme and feel included in the change process
* 100% accurate data in the system
* Agreed work flow will be demonstrated unless there is a business change
* Data integrity, accuracy of contractor dispatch and payments
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * A proven record in delivering change programmes, preferably FM related
* Integrator model / management agent knowledge, undersanding and proven experience
* Proven facilitation skills
* Experience of building strong client relationships
* Ability to influence outcomes, overcoming barriers to change
* Strong MS Office skills together with knowledge and first-hand comprehensive experience of CAFM systems
* The ability to be self motivated and persistent with the flexibility to be a good team player
* The ability to create an environment where you support your colleagues
* The ability to support an environment where everyone feels valued and listened to
* Have excellent communication skills, both written and verbal
* The ability to introduce processes which are maintained
* Excellent organisation skills, with the ability to prioritise
* Computer aided facilities management system expertise
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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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| **Competency** | **Key Areas** |
| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Focusing on client and customer
* Strategy and implementation
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| * Rigorous management of results
 | * Business and financial acumen
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| * Innovation and Change
 | * Intellectual agility and eagerness to learn
* Personal and influencing skills
* Driving for change
* Data Accuracy
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| 9. Management Approval – To be completed by document owner |
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| Version | 1.0 | Date | 14th June 2017 |
| Document Owner |  |

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