

Job Description:
FM Systems Deployment Manager – FM Platform

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| Function: | Service Operations |
| Position:  | FM Systems Deployment Manager – FM Platform |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Senior FM Systems Deployment Manager - Jennifer Shaw |
| Additional reporting line to: |  |
| Position location: | Home Worker with travel as required |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| Deployment of FM Services systems and processes, ensuring that the operational teams are capable of meeting contractual requirements through the use of Sodexo’s CMMS. Manage the deployment of IFM and related systems and processes to new and existing contract sites. To manage and enforce the deployment stage gate processes ensuring data and change management protocols are adhered to, deadlines are met and enabling the operational team to utilise these systems effectively to meet contractual requirements. |
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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 FY19: |  | EBIT growth: |  | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce |  |
| EBIT margin: |  |
| Net income growth: |  | Outsourcing growth rate: | n/a | HR in Region  |  |
| Cash conversion: |  |
| Characteristics  | * Team includes headcount of 8
* Team will be managing up to 20 discreet deployment projects at any one time
* Individual deployments typically last 3 months
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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. |
| * Managing the expectations of staff who are being exposed to organizational and IT systems changes simultaneously
* Differing levels of hard services understanding by operational staff
* Multiple deployments for different clients at different sites with frequently changing timeframes and priorities
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **To deploy a CMMS solution that meets the technical requirements of the contract:*** Instigate and facilitate contract kick off meetings with all relevant stakeholders
* Manage all IFM related data via Sodexo’s preferred project management tool, ensuring that the PMO and key stakeholders are updated on a regular basis
* Complete the upload templates, review returned data sets and prepare for loading onto standard IFM deployment templates in line with standard validation criteria.
* Liaise with training managers to ensure that the correct training plan and dates are agreed. Create Training Plan and Matrix and submit to Central team & FM Training Manager
* Liaise with the site local asset management team to build planned maintenance in line with agreed contractual asset management strategy
* Provide ‘peer review’ validation certification for other deployment team members
* Ensure an excellent working knowledge of the most recent system functionality is maintained
* To maintain awareness of the Asset Management Framework’s latest developments and ensure these are disseminated and deployed to applicable contracts
* Mentor and give guidance to System Deployment Co-ordinators
* Work closely with the wider Asset Management and Service Operations teams to standardise processes and identify continual improvement opportunities
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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. |
| * A seamless end to end stage gate process that provides direction and training to operational teams to meet the expectation of Sodexo’s Clients
* Successful deployment of the IFM platform
* All stakeholders are informed of deployment progress, risks, issues and dependencies
* Key stakeholders sign off is obtained at each stage gate
* Excellent, trusted relationships with key stakeholders
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Experience of similar business systems
* Good knowledge of hard facilities management
* Good knowledge of how CMSS data and processes support hard services delivery
* Excellent planning and organizational skills
* Attention to detail, quality driven approach
* Ability to communicate with all levels of the organisation
* Ability to work on own initiative and self-manage time
* Ability to deal with a high degree of pressure and to tight deadlines

Desirable * An understanding of ISO55001
* Change management experience
* Strong Influencing skills
* MS Office proficiency
* Qualification in Project/Programme Management
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| * Employee Engagement
* Brand Notoriety
* Rigorous management of results
* Growth, Client & Customer Satisfaction / Quality of Services provided
* Change and Innovation
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| 9. Management Approval – To be completed by document owner |
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| Version | V1.2 | Date | 10 Jan 2020 |
| Document Owner | Jennifer Shaw  |

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