

Job Description:
Service Delivery Manager

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| Function: | Defence – Technical Services |
| Position:  | Service Delivery 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 delivery of all maintenance tasks and minor new works in line with Sodexo, contractual and legislative requirements, utilising both internal and external resources.
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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  | * Add point
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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. |
| **Service Delivery Manager** **B & C Tech Officer****Mech Tech OfficerOfficer****Elec Tech OOfficer****OfficerrOfficer****Administrator****Facilities Coordinator x 2****Senior Engineer****Senior Engineer****Senior Engineer****Engineers****Officer****Engineers****Officer****Engineers** |

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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 statutory maintenance and reactive tasks within permitted time frames so that punitive deductions are minimized
* Mitigating any risk that arises from the non-completion of 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
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To manage the Service Delivery Team ensuring the correct number/skill mix of colleauges and subcontractors to meet demand ensuring the organisation is able to deliver its service obligations at all times in an efficient manner
* Establish, maintain and manage a fit for purpose supply chain
* Production of robust business cases to reduce bought in services and increase self delivery
* 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
* Providing advice and assistance on all works and issues to the Technical Services 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
* 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 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
* 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
* Drive down both subcontractor and supplier costs through effective and robust tendering
* Establish, maintain and further develop a professional and credible working relationships with all stakeholders
* Close out all non-conformances within the agreed timescales
* Ensure a compliant and robust stock management processes are in place and adhered to with regards to consignment stores, stock levels and their uses
* Ensure productivity and efficiency of the workforce is maintained and demonstrable
* 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
* Carry out Authorised Person duties as required
* Participate in On Call and escalation processes and activities
* Carry out other reasonable tasks as directed to meet the operational requirements of the business
* Foster a positive health and safety culture whilst ensuring compliance with applicable statute and Sodexo policies and processes
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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 planned and reactive maintenance tasks
* People Management of individuals within Service Delivery Team
* Management of Quality, Health, Safety and Environmental
* Compliance/adherence to applicable statute and applicable policies and procedures
* 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 Technical Qualification
* IOSH Managing Safely or equivalent
* Competent Authorised Person in a relevant discipline
* Familiarity with operating JSP 375 Safe Systems of Work
* Experience of managing a multi-disciplined team
* 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
* 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 Awareness
 | * 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 | Draft | Date | 14 October 2015 |
| Document Owner | Ian Jones |

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