# Job Description: Estates Officer - Grounds & Waste



Function:	Defence – Technical Services
Position:	Estates Officer - Grounds & Waste
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Estates Manager
Additional reporting line to:	N/A
Position location:	Colchester Garrison

- 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 Estates, Grounds, Waste, Infrastructure and Minor projects, with primary focus on Grounds & Waste. Ensuring continual compliance with contractual, legislative and group policy.

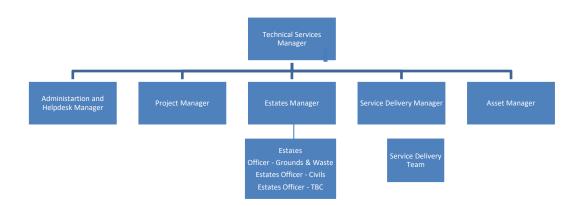
2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.									
Revenue FY13:	£0	EBIT growth:	0	Growth type:	N0	Outsourcing 0	Dagion Worldone	^	
		EBIT margin:	0			rate:	U	Region Workforce	U
		Net income growth:	0			Outsourcing growth rate:	0	HR in Region	1
		Cash conversion:	0			growth rate:			

Key Performance Indicators (KPI)

Characteristics

- Support Estates Manager in the delivery of contractual obligations as set out within the SSS relating to Grounds, Waste, Infrastructure and Minor Projects
- Conform with company and legislative policy
- Support the capture and monitoring of departmental budgets.
- Key Supplier and Self delivery Management
- Commercial awareness

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.



- **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.
  - Responsible for delivering Planned, Reactive functions, both Statutory and Non- statutory relating to the Grounds, Waste, and Infrastructure, on time, to budget and specification in line with contract KPI's
  - Minimising / mitigating liabilities to Sodexo
  - Ensure the completion of contractual obligations relating to grounds & waste management including reactive tasks within permitted time frames so that punitive deductions are minimised
  - Ensure the timely updating of the Management Information System (QFM/Cobra) 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
  - Identify innovation and best practice with view to implementation.

#### **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

- Support the delivery and enhancing all grounds maintenance activity with primary responsibility to manage Grounds maintenance supplier and Waste suppliers/broker.
- Responsible for site wide primary and secondary waste contractual obligations.
- Ability to provide additional support to the helpdesk when required.
- Ability to undertake contractual audits as part of the self-assessing arrangements. -Estates
- 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.
- Manage the requirements of Colchester Garrison Management Committee in terms of facilities and assets and out of hours permitted user support.
- Participate in "On Call" and escalation processes and activities.

## **Health and Safety & Environment**

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
- Enforce environmental compliance within Estates related spheres of influence.
- Willing to take on Authorised Person duties in relevant field

## HR

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

#### General

- Day to day supervision and management of operational tasks and related suppliers especially Grounds maintenance contractor in Estates related areas
- 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. Manage defect works resulting from this.
- 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 relationships 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.

Dimensions: no budget responsibly - £500 DOA Currently 1No Estates Waste Operative

- 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 and Operational management of all Estates & Grounds departmental obligations
  - Support and Operational management of all Waste service 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.
- 7. Person Specification Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Relevant Horticultural/ FM /Technical qualification level 4 to 6 or able to demonstrate a developing and relevant experience in an Estates & Grounds or Waste environment.
- · Able to demonstrate understanding of Grounds maintenance, Waste management and Infrastructure
- Supplier /contract management experience essential.
- 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 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 and
- Experience with using CAFM systems and data management systems.eg Global Maximo / BIW
- Willing to undertake training in al relevant Estates areas

# 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

<ul> <li>Growth, Client &amp; Customer Satisfaction / Quality of Services provided</li> </ul>	Leadership & People Management
Rigorous management of results	Innovation and Change
Brand Notoriety	
<ul><li>Commercial Management</li></ul>	
Employee Engagement	
Learning & Development	

# **9. Management Approval** – To be completed by document owner

Version	V1	Date	21 06 21
Document Owner		Brett O'Neill	