

Job Description

Regional Manager (Field)

Integrator model

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| Function: | Government Services  |
| Position:  | Regional Manager (Field Team) |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | **Head of Field Team**   |
| Additional reporting line to: |  |
| Position location: | Field Based  |

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| 1. Purpose of the Job  |
| * Manage a large team of field managers within a defined geographic area to ensure that client properties are open and operating at all times, assets are maintained, statutory requirements are met and that the supply chain is operating in accordance with SLA.
* Effective collaboration with the client supply chain members (TFM, security, FF&E, project management and lease/landlord to ensure exceptional customer service is provided on a daily basis to the DWP.
* Ensure team address any performance issues to the satisfaction of the Authority and escalate as required in accordance with SLA
* Maintain a visible presence to DWP employees and suppliers, identifying process improvements within the field which will improve service delivery standards to the DWP estate.
* Support the Head of Field in the development of systems, processes and stakeholder communication to ensure service excellence.
* Propose, implement and monitor specific service solutions and utilise field team to re- engineer processes and services in order to achieve savings and productivity requirements for DWP.
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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 FY | £m | EBIT growth: | £ | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | % |
| Net income growth: | Tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Responsibility for an overall field team of c10 Field Estates Territory Managers
* Managing a field team and supply chain services to a portfolio of 900 properties
* Embedding cultural change associated with the target operating model
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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** |
| * Oversee all activity within defined geographic area (service delivery, change programmes, reporting insight, and projects) to ensure the smooth, safe and efficient day to day running of the Authority estate.
* Review and realign field team coverage within defined geographic area to ensure it is consistently aligned to the DWP estates strategy and evolving property portfolio
* Lead and develop field team to ensure a good breadth of subject matter expertise across all supply chain towers
* Working proactively with the supply chain members to identify innovation and opportunities for service improvement, supporting the Head of Field as required with projects
* Escalate any issues in a timely manner to the supply chain managers and work alongside the supply chain manager to ensure any remedial actions are taken
* Ensuring all operational activity is carried out in compliance with all established standards, statutory requirements and policies;
* Act as a Sodexo ambassador and SME of the integrator model
* Developing operational talent and ensuring talent pipelines provide successors
* Ensuring safety in complex and challenging operating environment to exceed industry standards and protect Sodexo and DWP’s employer brand.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Manage an effective regional team of territory managers/field team to oversee and manage the effective delivery of facilities related services in line with contractual and statutory requirements.
* Maximise the functionality and productivity of the field team to incorporate all dimensions of the integrator model relating to the effective management of supply chain members: reviewing assets, undertaking audits, identify health and safety issues, compliance, checking risk assessments, assisting service issue resolution – deploying and utilising subject matter expertise within the team to drive improvements at either site, regional or national level.
* Ensure the field team effectively manage and address any compliance issues relating to supply chain members, collaborating with the supply chain manager in the first instance and then escalating in accordance with SLA
* Help facilitate a cultural shift within DWP by ensuring field teams engage appropriately with DWP colleagues and customers and are equipped with the right tools in place to encourage new ways of working and embed the change in operating model
* Assure the safety of colleagues, customers and contractors through the implementation and management of effective ways of working and processes.
* Implement 24-hour incident management ownership for every location to ensure there are appropriate procedures and processes in place to ensure remedial action. Encourage field team to raise work orders in line with financial controls to rectify any issues,
* Engage key stakeholders at local and regional levels attending regular meetings (frequency TBC with SCP) with key supply chain partners, utilizing management information to drive service delivery and performance.
* Attend quarterly meetings with designated Authority representatives and employees to review and utilize management information to drive service delivery and performance of supply chain members.
* Review proactive and predictive maintenance opportunities and processes to ensure fit for purpose
* Assist the programme management team to oversee the delivery of projects, ensuring all works are initiated and delivered to high standards with all statutory requirements met.
* Deliver annual service improvement plan ensuring that it reflects customer feedback and is communicated fully to key stakeholders within defined geographical area.
* Support contract management team and DWP in the collation of evidence in relation to any service breaches, ensuring all steps have been followed in accordance with procedure and that there is an appropriate audit trail.
* Assist in the design and implementation of field surveys to support/improve the performance management system data, providing a rich qualitative source of supplementary data
* Act as a senior point of contact within the region for all issues including escalation issues relating to the contract
* Oversee any contractual variations as required within the region
* Manage clients proactively and professionally, in line with Clients for Life ensuring Sodexo delivers service in accordance with the client’s business objectives - establishing a dynamic and positive culture for co-operative business relationships and improvements to service
* Build and lead a team of direct reports ensuring they are given strategic direction, that HR processes are followed; the team are developed and engaged.
* Follow all Sodexo annual HR processes, ensuring that performance is managed through the Sodexo performance management processes and talent development and succession planning activities take place
* Coach managers to ensure that the Focus on Five principles are adopted driving employee engagement levels
* Constructively challenge current thinking and practice, offering new ideas, alternatives or improvements to existing solutions, offers and approaches
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| 6. Accountabilities  |
| * Lead, recruit and develop a fit for purpose and engaged regional field team to deliver the integrator services, supporting a complex TUPE transfer.
* Effective management of a regional field team responsible for ensuring all supply chain towers are delivering optimum customer service to DWP in accordance with agreed SLA’s
* A successful and effective partnership relationship is in place with the DWP and key stakeholders to ensure efficient and effective operational management of the DWP estate.
* A key member of the Sodexo DWP innovation Board, identifying opportunities for continuous improvement, any scope for additional services and or change programmes which will improve the DWP estate.
* Any risk is appropriately covered and mitigated to protect the financial position and brand of both DWP and Sodexo.
* Operational talent identified and developed; succession plans for all segment leadership positions established (including own position); succession candidates developed in line with plans in collaboration with Segment HR
* Safety and compliance of customer, team and assets
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Comprehensive experience gained managing field based teams over a large geographic area* Proven leadership experience in an integrator or similar operating model and the delivery of outsourced management services
* Experience managing long-term client relationships, preferably gained working in both the public and private sector
* Technical knowledge and or understanding of how core assets such as HVAC and Auto Doors etc. are maintained / repaired.
* Specific subject matter expertise in Estates and/or any of the supply chain towers
* Effective presentation skills
* Conflict resolution
* Manage multiple workloads and shifting priorities
* Ability to interpret and utilise complex and varied financial and commercial information
* Excellent interpersonal skills and ability to communicate effectively with customers, clients and employees at all levels
* Set and achieve standards and operate to agreed performance criteria; for example health and safety, hygiene
* Self-motivated and able to work on own initiative within a team environment
* Understanding of statutory requirement, policy and legal standings in areas such as M&E/Asbestos/ Fire etc.
* Development of strategic improvement inclusive of business case creation, project implementation and performance measurement.
* Experience with compliance management functions with an excellent knowledge of their interdependencies across field and relevant areas.

Desirable* Qualification or relevant experience in Business Management
* Relevant FM qualification (BIFM or equivalent).
* Experience developing CAFM systems and management information
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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
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| * Rigorous management of results
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| * Brand Notoriety
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| * Commercial Awareness
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| * Business Consulting
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| * Innovation & Change
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| 9. Management Approval – To be completed by document owner |
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| Version |  | Date | June18 |
| Document Owner | SW |

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