

Job Description:
General Services Manager

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| Function: | Corporate Services |
| Job:  | Facilities Manager |
| Position:  | Group Facilities Manager |
| Job holder: | (New Role) |
| Date (in job since): | N/A |
| Immediate manager (N+1 Job title and name): | Peter Davis, Account Manager |
| Additional reporting line to: |  |
| Position location: | Jacob Douwe Egbert Banbury  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Provide functional Technical and Soft Services management at Jacob Douwe Egberts Banbury, ensuring that all requirements of the Technical and Soft Services contract are implemented, embedded and delivered, and that all services are being delivered in a safe, compliant, diligent and cost effective manner.
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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 FY17: | £1.5m | EBIT growth:2% |  | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | n/a |
| EBIT margin: 12% |  |
| Net income growth: n/a |  | Outsourcing growth rate: | n/a | HR in Region  | n/a |
| Cash conversion: | N/A |
| Characteristics  | * Responsible for delivering technical and soft services at Banbury so the standard operating procedure and service level agreements, measured by the agreed KPI’s
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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.* |
| Cleaning and Compliance 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. |
| * A good understanding of managing technical services which involves a team of 6 to ensure that the building meets all statuary and legal compliance is key to the role
* Comply with all Company & Client policies and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in the work place. Follow client/company guidelines with regards to the identification and reporting of health and safety hazards
* To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organisation; attending review meetings as appropriate.
* Preparation, amendment and/or review of the performance specification together with initial budget costs on a regular basis.
* Ensuring that processes are in place to monitor the progress and quality of works and recognise potential problems and take necessary actions in a timely manner.
* Continuous analyse of alternative systems of work and presentation of recommendations for the optimum solution within defined constraints.
* Ensuring all works are carried out in accordance with the company quality assurance system and carrying out regular audits as required within the quality assurance system.
* Ensuring all operations are compliant with statutory or regulatory requirements.
* Assessing and countering operational risks through analytical appraisal taking due cognizance of health and safety within the workplace.
* Ensuring that systems are in place to manage and control 3rd party contract work on behalf of the client e.g. construction contractors carrying out warranty remedial works etc.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Responsible for the day to day operation of the Banbury site, and to ensure full working knowledge of the areas and buildings within the Sodexo responsibility at the site.
* Ensure Health and Safety compliance with policies, systems and procedures in place for-
* Standard Operating Practices
* Risk assessments
* Safe systems of work
* Control of contractors
* Site induction programme
* Tool box talks
* Permit to work systems
* Ensure adequate control and monitoring is applied to all finance activities undertaken.
* Ensure consistency in process and procedures deployed in operational delivery of services across all sites/contracts.
* Responsibility for writing / reviewing of building SOP’s in conjunction with Sodexo Compliance teams
* To represent Sodexo on technical questions from both internal and external auditors
* Functional responsibility for service activity for ensuring compliance with all relevant statutory and non-statutory legislation/guidance and site specific health and safety and welfare policies, and ensure site is audit ready for external inspections at all times
* Support the Account Management teams and other stakeholders in the delivery of all services within the scope of the role, and provide shoulder to shoulder technical service input as required in order to enhance the credibility of the Sodexo brand, providing guidance and expertise and promote the One Sodexo culture
* Ensure that the site is statutory and mandatory (contractually) compliant at all times for services delivered within scope, and robust and rigorous means of recording this are maintained.
* Ensure that all services within the scope of the role are adequately resourced, and the required infrastructure is in place in order to manage the service, track cost and value, and to ensure that contract level information has the granularity required to make well informed decisions.
* Coach and mentor members of the team delivering Sodexo services.
* Interact with customers and take positive action in order to ensure that Sodexo are the supplier of choice for all services within our scope of offering, particularly in relation to FM and project related Opportunities.
* Contribute to the overall management of the business, develop good relationships with all persons/parties associated with Sodexo’s undertakings either externally or internally.
* Ensure that all services costs are correctly applied and charged according to the terms of an applicable contract. Obtain prior approval for expenditure to be committed that falls outside the agreed delegated powers.
* Ensure that processes are in place to assure the prompt provision and efficient delivery of all services at the specified time to the standards laid down in specified contract Key Performance Indicator’s.
* Ensure compliance with all relevant sections of the Quality Assurance Audit and to complete routine audits at required frequency, including Stop Shift Audits and Value for Money (VFM) Audits.
* Ensure systems are in place to assure that all equipment used by the service delivery team and the overall establishment, is safe and secure at all times. Ensuring that all reporting staff are suitably trained and fully aware of Sodexo and Client H&S Systems.
* To provide technical and soft services support to colleagues and subordinates as required and contribute at all times to a good performance level.
* Ensure that steps are in place to assure the maintenance and upkeep of key site documentation and to ensure the incumbent delivery team adopts a systematic approach for all change activities.
* Provide development instructions and guidance for staff where appropriate in the use of own technical ability, knowledge within the limits of their competence.
* Comply with the procedures as laid down within the Sodexo HR Manual or as advised by the management team and Human Resources Manager.
* Attend finance, operational and team briefings, client, sub-contractor meetings and any meeting as required in order to complete the designated role and its associated functions.
* Maintain excellent client relationships and communicate at every opportunity.
* Ensure that all written communication represents a professional image to customers, and staff.
* Actively seek and identify opportunities for innovation and business improvement measures within responsible contractual areas and within the Sodexo FM business.Attend to and take all necessary action, statutory or otherwise, in the event of incidents or accident, fire, theft, loss, damage or other irregularities and take such action as may be appropriate.
* Provide Client and Sodexo with such information and reports as may be reasonably required for the overall monitoring, planning and control of the contract or for other management purposes.
* Carry out other reasonable tasks as directed by senior management in order to meet the operational requirements of the business.
* To ensure that systems and processes are in place to ensure compliance to agreed standards.
* To ensure that engineering staff are aware of their responsibilities in relation to the agreed standards SOPs, and that they are suitably trained to conduct activities.
* Report deficiencies (non-conformances) to Quality Assurance (client and Sodexo) in accordance with site procedures.
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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. |
| * Responsible for all day to day aspects relating to the management and maintenance of all services within the contract specification to the agreed performance, qualitative and financial targets.
* To ensure that the Company's accountancy, documentation and administration procedures are carried out to the laid down standard and that the necessary weekly returns are completed accurately and sent to the appointed office on time. This may be electronically, paper-based, or both, as instructed.
* To control and monitor the financial performance of the operation and to maintain costs within pre-budgeted targets.
* To maintain the standards and integrity of the service offer and Service Level Agreement at all times. To carry out service audits and perform activities detailed in the service offer manual under Key Performance Indicators to the frequency and level required.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Previous experience of facilities Management
* Ability to develop increasing individual effectiveness through leadership, motivation, communication, coaching and training
* Experience of Managing teams
* Financially astute and experienced in managing budgets
* Excellent interpersonal skills and ability to communicate effectively with customers, clients, and staff at all levels
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| * Growth, Client and Customer Satisfaction/ Quality of Services Provided
* Rigorous Management of Results
* Leadership and People Management
* Employee Engagement
* Brand Notoriety
* Commercial Awareness
* Learning and Development
* Relationship Management
* Resilience
* Impact and Influence
* Working with others
* Planning and Organisation
* Analysis and Decision Making
* Continuous Improvement

Desirable* NEBOSH Qualified
* Have held an Authorised Person (Trade Discipline Specific)
* Certification in Risk Assessment
* ISO Standards Internal Auditor
* Management of Legionella, Water Quality Management
* Asbestos Management
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| 9. Management Approval – To be completed by document owner |
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| Version |  | Date |  |
| Document Owner |  |

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