Job Description:
Deputy Facilities Manager – Fixed Term

Function:	Sodexo Justice Services
Job:	Assistant Hard FM Manager
Position:	Deputy Facilities Manager (fixed term 1 year)
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Facilities Manager
Additional reporting line to:	Head of FM Custodial Prisons
Position location:	Exeter Crown & County Court, Southernhay Gardens, Exeter EX1 1UH

1. Purpose of the Job – State concisely the aim of the job.

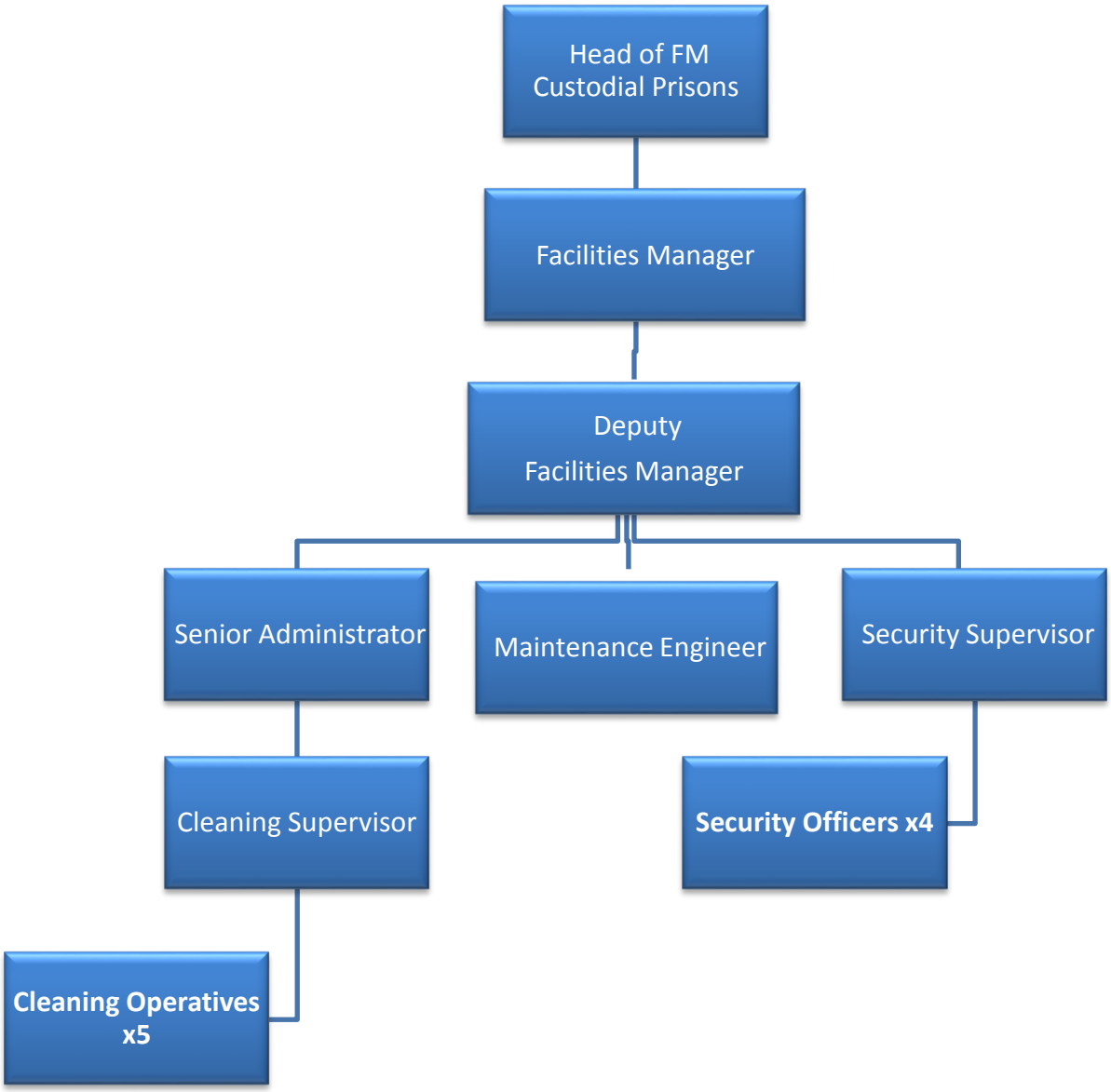
- To deliver the day to day facilities management operation to the agreed level of services, within budget, through effective leadership of the Management Team

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
- TBC

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.

- Client retention will be achieved by operating to contract
- Achievement of company and client budget – including life cycle budgets for Sodexo and SPV
- Maintaining key internal audits (Safeguard, HR, financial)
- Ensuring full compliance with all legislative statutory and company policies and procedures
- Customer satisfaction scores will be met

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Management of Health, Safety and Environmental legislation relating to the building portfolio ensuring the statutory requirements are met and all records maintained
- Risk management – minimise risk and maintain profitability
- Strategic and technical support – professional advice to customers, peers and teams
- Co-ordinate and direct all activities within the assigned areas
- Manage and control the services to the agreed specification and to the agreed performance, qualitative and financial targets
- Check and review the work of contractors and in house teams
- Look for and implement opportunities to drive Sodexo revenue and labour productivity in your units
- Plan and check that marketing initiatives are implemented

PEOPLE

- Select, recruit and induct the right team
- Develop your people and ensure succession planning
- Measure the performance of your people by giving feedback and reviewing and completing appraisals
- Manage poor performance
- Communicate regularly – monthly meetings and daily face to face team briefing

CLIENT

- Ensure you deliver your operation to the service standards agreed in the contract with your client
- Attend and produce monthly formal review with the client
- Implement Clients for Life processes in your unit
- Nurture client relationships in order to stabilise and develop them for long term partnerships

FINANCE

- Manage a team to increase the client and Sodexo's revenue opportunities i.e. commercial opportunities, labour efficiency and generate the GOP expected within the contract
- Complete the unit budgets and forecast
- Protect the company's profit by delivering your Sodexo budget each month
- Generate the billing back up and maintain high quality records
- Ensure cash, stock, debt and assets are properly controlled

BUSINESS IMPROVEMENT

- Be proactive in overcoming barriers to success
- Provide feedback on how we can improve our performance
- Networking – keep appraised of best practise within the industry by maintaining contact with professional bodies in other market sectors
- Responsible for driving continuous improvement through the account
- Identify opportunities for organic growth and new business

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.

- Effectively manage the quality and compliance of all services across the site to interface with service leads and client to ensure all service standards are delivered or exceeded
- Manage forward maintenance program and both Sodexo and Project Co life cycle ensuring business cases and project are completed
- To be single point of contact with site level contact for the escalation of service failure
- Provide direction and expertise to the operating area by promoting Sodexo strategies and best business practices in order to uphold the company mission and values
- Motivate and lead a high performing team to achieve their objectives and the Sodexo strategy
- Operational management of Sodexo's accounts ensuring that the client receives services of the highest quality

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

ESSENTIAL

- Strong level of literacy and numeracy experience in budget management report writing, business cases, monthly reports
- Experienced Business/Service Manager who has operated in a multi-disciplined environment
- Experience of managing an overall budget with diverse functional components: IT, life cycle, contracts
- Highly effective communication and interpersonal skills – manage external clients/customer/multi-stakeholders
- Ability to analyse and resolve problems, develop opportunities and implement innovate solutions/approaches
- Able to demonstrate personal self-development and development of a team
- Demonstration of high performing team work, implementing initiatives and working on own judgement and decisions
- Change management and performance management experience
- M&E bias
- Project management

DESIRABLE

- IOSH
- RIPHH/CIEH
- If IOSH and RIPHH/CIEH are not held, you would need to attend training courses to ensure that these are achieved
- SIA Licence

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

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery

▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version	Version 2	Date 18/10/19	
Document Owner			