

Job Description:
Project Manager

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| Function: | Universities  |
| Job:  | Project Manager |
| Position:  |  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Partnership Director  |
| Additional reporting line to: | Head of FM & Workplace Experience  |
| Position location: |  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Management and delivery of Project works on behalf of the University of Greenwich.
* Review project requests, analyse information and comment on feasibility and deliverability, manage expectations.
* To control all aspects of project delivery, liaising with, clients, end users, accounts, operations and senior team colleagues.
* Ensure adherence to process and governance.
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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 FY24: | €17 | 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  | * Expected annual responsibility approx. £2- £5 million.
* Financial targets set by local management team
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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** – 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. |
| * Review and sense check scope, solution delivery challenges, support scope development to best achieve client goals
* Control works and contractors, ensuring best practice Health and Safety. Making sure the project meets budget and time constraints.
* Manage risks, set out any identifiable risks, share with management team and allocate appropriate Risk owners.
* Ensure works meet all legal and compliance standards
* Support segments in a professional manner, aiding decision making, cost management and governance
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * End to End Project Management
* Maintain good client and key stakeholder relations.
* Present and provide professional service at all times.
* Manage project plans, risk and issue log, actions log, project meetings, and produce regular progress reports.
* Manage mobilisation of any new services
* Coordinate all client and end user communications.
* Responsible for driving new initiatives within the hard and soft FM services under remit.
* Project manage projects to ensure the delivery of objectives to time, quality and cost.
* Deliver projects to agreed methodologies and standards.
* Provide hands on support as required to task owners to ensure timely completion of all tasks.
* Demonstrate a focus on contract retention using the “Clients for Life” principles.
* Initiate and maintain project plans ensuring that all the details are accurate and up to date.
* Promote effective two-way communication within all levels of staff in area. This will include ensuring that team briefings take place and that Sodexo and University objectives and values are clearly understood.
* Highlight and actively engage all project stakeholders and maintain close and ongoing relationships with key stakeholder through the life of the projects.
* Contribute to strategic discussions as part of the senior site management team sharing ideas and best practice to improve performance.
* Identify cross service opportunities to maximise efficiencies and provide a seamless integration of service.
* Accountability for escalating potential risks identified as appropriate. These risks may be operational, related to knowledge and people, financial, compliance or risks to the Company reputation.
* Ensure effective contingency plans are maintained and adopted when appropriate.
* Build and maintain project plans minimise impact, and escalating business critical issues in a timely manner.
* Build and track resource and financial plans for projects.
* Maintain project reporting and provide highlight reports when requested.
* Responsible for developing effective project communication to all task owners/stakeholders.
* Undertake lessons learnt sessions with all projects and factor learning into continuous improvement process.
* Be aware of the site business continuity plan and comply with all company policies and health and safety aspects as required.
* This job description is not intended to be exhaustive and will be amended in light of the changing needs of the service.
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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. |
| * Project risk: design, cost, compliance considered, reported and mitigated.
* Effective organisation, co-ordination and planning. This includes the preparation and maintenance of all project documentation, project plans, risk, and issues logs, reporting requirements and presentations. This also includes the tracking of cost and benefits on an on-going basis.
* Project completed on time and within contractual timescales.
* Sodexo projects governance & processes adhered to
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Degree level or equivalent in a relevant building services /surveying/project management discipline.
* Minimum 3 years project management experience
* A recognised Project Management qualification
* Experience in construction / maintenance environment
* Understanding of H&S law and competent following construction regulations and compliance
* Supply chain management
* Ability to keep focus on day-to-day performance whilst simultaneously pursuing longer-term opportunities to grow the account revenue.
* Experienced in managing budgets and project finance.
* Highly experienced in building client and stakeholder relationships
* A strong people manager with role model management behaviours
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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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| * Brand Notoriety
 | * Commercial Awareness
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Rigorous management of results
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| * Employee Engagement
 | * Innovation and Change
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| 9. Management Approval – To be completed by document owner |
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| Version | V.4 | Date 29.01.24 |  |
| Document Owner | Fiona Stewart |

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