

Job Description: Facilities Supervisor



Function:	To ensure the effective and efficient delivery of all front of house, cleaning/pest control and administrative facilities operations
Job:	Facilities Supervisor
Position:	Facilities Supervisor
Job holder:	Vacant position
Date (in job since):	Not applicable
Immediate manager (N+1 Job title and name):	Tom McGowan, Technical Facilities Manager
Additional reporting line to:	Not applicable
Position location:	Diageo, Moray House, 1 Trinity Road, Elgin. IV30 1UF

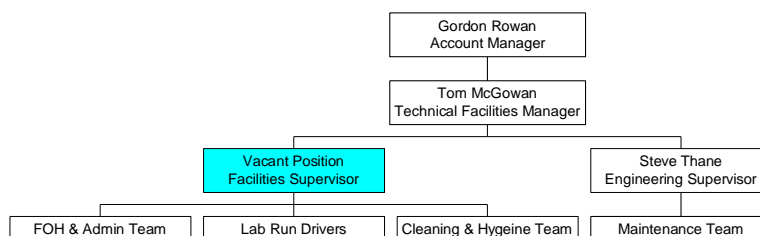
1. Purpose of the Job – State concisely the aim of the job.

- Always putting safety as the number one priority, to ensure the wellbeing and motivation (effectiveness/efficiency) of the front of house, cleaning/pest control, Lab Run and administrative teams
- To delivery timely/regular service delivery reports and to satisfy contract SLA requirements
- To provide service cover when required
- To fulfil the role of Personal Licence Holder for Moray House, satisfying the requirements of the Licensing Act 2003

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 FY19:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics									

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.

- Supervise and regularly formally audit FM soft service delivery across multiple sites principally in the Inverness/Elgin/Speyside area
- Front of House – consistently deliver profession standards of customer service
- Provide a warm and friendly 'can do' interface with all customers (internal & external)
- Brand Store – improved brand experience, sales and product notoriety
- Site cleanliness – the building age and condition challenges ability to make finishes look as clean as they would be, if new. However, it is expected that it can be demonstrated that finishes are as clean as possible
- CAFM – accurate service data inputting and updating
- Working closely with TFM, prepare and submit month-end financial reports, process team payroll and assist with HR processes when situations arise
- Team wellbeing – continually motivate and provide materials, tools and equipment as identified by risk assessment and suitable for tasks. Review team performance in line with HR policy and procedures and undertake regular safety walkabouts (record findings and log in CAFM system)

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

- Plan, assign and continually review tasks assigned to 'front of house', 'post', 'conference set-up', 'lab run', 'client vehicle valeting' and office cleaning colleagues
- Conduct regular team meetings and safety "huddles"
- Deliver the team annual training plan
- Monitor and control assigned sub-contract service delivery, e.g. pest control, franking, post, etc.
- Regularly review CAFM system information
- Monthly payroll, month end invoicing and answering cost queries from client representatives/stakeholders
- Weekly engagement with site key stakeholders and timely delivery on any resulting actions
- To encourage team to generate service improvement ideas and recognise/reward colleagues' service excellence
- Discharge Personal Licence Holder legal duties (training required)
- Ordering of materials and equipment required for the delivery of services
- Provide cover for all team planned absences and resolve issues that may result from any unplanned absences
- Complete regular service delivery and health & safety performance reports

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.

- Zero harm to colleagues and others interacting with the delivery of your services
- Comply with site rules, with company policies and procedures and with the requirements of Company health and safety risk assessments and behavioural standards
- To ensure service quality to meet contractual commitments, e.g. service level agreements, behavioural standards, etc.
- Accurate task performance and financial reporting
- Oversee the use of client pool car and 30 mins/unloading spaces – to ensure compliance with site rules

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

Essential

- You will have a natural customer facing approach to everything that you do
- You will have a minimum of 5 years' experience in a people & business supervision capacity
- You will always seek solutions to customers requests, which at times will be challenging
- Experience of working successfully in a facilities management, high customer demand environment.
- Experience of working with CAFM software, e.g. Maximo and SAP.
- Experience of audit processes
- Experience of retail sales.

Desirable

- You may have a qualification in health & safety, e.g. IOSH Working Safely or IOSH Managing Safely. If not, you will be willing to undertake an appropriate health & safety training course provided by the Company.

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	▪
▪ Commercial Awareness	▪
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			