

Job Description:
Senior Facilities Services Manager

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| Function: | Corporate Services |
| Job:  | Business Manager |
| Position:  | Senior Facilities Services Manager |
| Job holder: | Vacancy |
| Date (in job since): | N/A |
| Immediate manager (N+1 Job title and name): | Facilities Director, Darren Unsworth |
| Additional reporting line to: | N/A |
| Position location: | GSK House, Brentford, London. |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| To lead the day to day facilities management operations within the identified zone, to the agreed level of services, within the allocated budget. To deputise in the absence of the Facilities Director.  |
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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 FY18: | €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 |
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Draft. Version: 27-03-2014

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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. |
| Facilities DirectorSenior Facilities Services 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. |
| * To support the stakeholder engagement process and represent Sodexo in the Global Facilities Management Team
* Ensure that the Company's, the clients and statutory regulations regarding hygiene, food safety, health & safety and Equal Opportunities are complied with.
* To ensure that Sodexo is compliant with all requirements in its capacity to support GSK in terms of Business Continuity and to ensure the Plan is up to date.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Act as the representative of Sodexo for the area/ zone under your control through effective leadership and to ensure that all service streams deliver both qualitative and quantative results.
* Ensure that in-house training and staff development is effectively carried out in accordance with the Training and Development Plan.
* Ensure the delivery of the services identified in the statement of works, which are present within your zone, to the required standard and agreed budget, ensuring that monitoring and auditing standards are met.
* Lead local Customer interaction and foster long term profitable relationships.
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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. |
| * Act as the representative of Sodexo for the area/ zone under your control through effective leadership and to ensure that all service streams deliver both qualitative and quantative results.
* To ensure all Departments meet the monthly Financial, Quality and Performance targets. En-sure detailed action plans are in place and monitored where necessary.
* Ensure that defined GSK and Sodexo Performance Indicators (GPi, KPi, CPi) are met. Ensure timely action plans are implemented should improvements be needed.
* Support the production of site strategic objectives which reflect the purpose of the overall stra-tegic plan and motivate the Team to achieve the desired results
* Provide direction and expertise to the operating areas by promoting Sodexo strategies and best business practices in order to uphold the company mission and values
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Proven Experience in a Management role
* Strong presenter and comfortable chairing and facilitating meetings
* Experience within customer services or a customer-facing environment
* Excellent interpersonal skills
* Strong people management skills
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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 / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
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| * Commercial Awareness
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| Version | One | Date | 1st October 2018 |
| Document Owner | Darren Unsworth |

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