

Job Description: Technical & Project Assistant (Hard FM)



Function:	Administration
Job:	Technical & Project Assistant
Position:	
Job holder:	N/A
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	Technical & Projects Director
Additional reporting line to:	
Position location:	Aberdeen

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

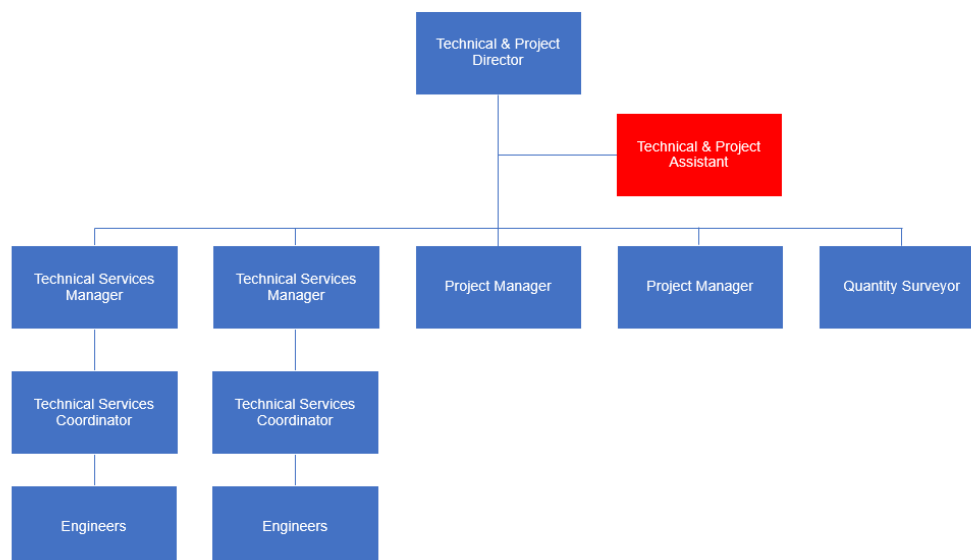
- Support delivery of Facilities Management services to multiple client sites
- Support delivery of Technical Maintenance planning and coordinating in addition to the delivery of Projects
- Provide administrative support to the Technical Services team

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			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

Characteristics ▪ Add point

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.

- Support a multi service team
- Help identify problems and suggest solutions in a wide range of situations
- Support organisational change
- Support a variety of tasks to meet service level agreement deadlines
- Support the management of specialist sub-contractors and supply chain partners

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

- Support resource management and cost reduction with service delivery
- Support financial reporting and budget preparation
- Support contract performance reporting
- Review the use of business policies and processes to effectively deliver services
- Support the record capture of appropriate compliance activities with legislative, statutory, policy and contractual obligations
- Build professional relationships with stakeholders, delivering effective business communication, and contributing to team meetings and formal or ad-hoc reporting as appropriate
- Support projects and change control for both technical and contractual change
- Support continuous improvement

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.

- Supporting the Technical & Projects Director in addition to the wider Technical Services team
- Completing assigned tasks
- Great customer service with frontline contact with clients and the occupiers of the various client facilities we manage

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

- Formal training of facilities management strategy, planning and operational control
- Knowledge of engineering compliance and engineering standards best practice
- Capable of prioritising and problem solving issues
- Customer services experience and the ability to communicate at all levels
- IT skills using Microsoft Office applications, Computerised Maintenance Management Systems, SAP etc.
- Practical experience of working with facilities management procedures
- Practical experience with supply chain engagement
- Understanding of Health and safety and risk management

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

Customer focus - Level 2	Qualified to NVQ level 3 or above
Resourcefulness – Level 2	

Manages ambiguity – Level 1	Collaborates – Level 1
Being resilient – Level 1	Ensures accountability – Level 1
Communicates effectively – Level 2	Courage -Level 1
Decision quality – Level 1	Nimble learning – Level 1
Drives results – Level 1	Optimises work processes – Level 1

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			