



ROLE PROFILE

**SOFT FM & ASSURANCE
MANAGER**

LANDMARC

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LOCATION: FLEXIBLE BUT WITH A REGULAR REQUIREMENT TO ATTEND OFFICES IN THE AMESBURY AREA (SOUTH WILTSHIRE)

REPORTING TO: CSO ENGINEERING & ASSURANCE DIRECTOR

RESPONSIBLE FOR: SOFT FM ASSURNACE MANAGER NORTH & SOUTH,

NATIONAL CATERING SUPPORT CONTRACT (ESS) - NATIONAL WASTE MANAGEMENT FRAMEWORK CONTRACT (GPT)

Summary of Role:

Landmarc faces an exciting future as we continue to gear-up for the Training Estate Support Contract where the future contractor will play a pivotal role in managing an Estate of some 9000 Assets spread across 200,000 hectares of land in all four constituent parts of the United Kingdom. Amongst the challenges that face us is the need to refresh and invigorate our approach to the delivery of 'Soft' Facilities Management functions to meet the higher standards expected of the new contract.

Duties of Role:

The role is as much to act as Strategic Change Manager to introduce and implement a revised approach to Soft FM functions into everyday working practice for our regional and site teams, as it is to be the Subject Matter Expert in these same areas. The post holder will review existing processes and design, develop and champion the introduction of revised processes and procedures to ensure operational delivery teams have the tools to meet the standards demanded by the Contract and are capable of operating in the most efficient and effective manner. The postholder is also responsible for providing strategic leadership to the wider Landmarc team, setting direction, managing customer and supplier relationships, driving improvement and value within the business and for the customer.

In addition, the post holder will work with and oversee the delivery of a national catering, waste and equipment support contracts to ensure key Contract deliverables and service standards are met whilst finding efficiencies on all fronts.

Primary Duties:

- Provide SME advice and support on all aspects of Soft FM delivery to Regional teams and the Leadership Team as required. Develop processes and procedures as necessary in support of other contractually deliverable Soft FM requirements

- In tandem with the customer's Assurance Methodology, develop and implement an appropriate assurance regime both for our service partners and for all aspects of Soft FM delivery across the Estate to ensure that both statutory and contractual deliverables are met. Provide feedback on the effectiveness of business processes and make recommendations for improvements as required.
- Develop, implement and oversee the standards for effective management of Soft FM deliverables (to include, but not be limited to: cleaning; fuels management and accounting; cleaning, portable sanitation, management of Issued Property and Defence Accommodation Stores; assurance of ESS ration accounting; retail and leisure services).
- Support the implementation and continuation of location specific Soft Services provision in support of Longmoor CPU and RAF Spadeadam.
- Working closely with the customer and suppliers, develop strategic and long-term delivery plans for the refresh of customer funded elements of the equipment and infrastructure required (including kitchens) for continue and sustainable delivery of Soft FM outputs
- Oversee the development, publication and implementation of Waste Management Plans for each operating Region
- Maintain, review and act upon the key business Soft FM risks and trends to minimise the risk to the business; the contract; the customer; End Users and wider stakeholders
- Produce any operational reports on Soft FM matters as required. Design the specification of and implementation of measurement methodologies and dashboards to enhance business intelligence and enable the benchmarking of performance
- Strategic procurement of Soft FM outputs and services when these are put out to tender. Act as business 'owner' and engage directly with Supply Chain companies to ensure alignment with business outputs and priorities
- Act as business champion on customer feedback, both through formal and informal channels. Establish and deliver action plans for systemic issues.
- Champion a culture of continuous improvement across the business to empower staff to identify and make improvements in process, technology and capability to add value to the services delivered.

- Source, trial and oversee the implementation of a Soft FM CAFM that aligns with wider business systems and goals. Develop the process and guidance literature that enable the region and site team to use effectively.

Ideal Person:

The following lists detail the ideal person to carry out this role and will be used as the selection criteria during the recruitment process.

What you know:

- You will be an accomplished facilities management professional with a minimum of 5 years' experience at executive or director level
- You will have subject matter expertise in the food services Hazard Analysis and Critical Control Point (HACCP) management system;
- You will have equal knowledge and expertise in waste management and the regulatory framework regarding waste disposal
- You will have a good knowledge of health and safety legislation as it applies to the FM industry
- You will have well established skills in Windows PC environments and applications including MS Teams and Sharepoint with a detail understanding of Soft FM CAFMs
- Familiarity with the MoD catering support function and / or logistic support function
- Familiarity with management of fuels and fuels accounting
- Familiarity with industrial cleaning techniques and systems

What you can do:

- You will have demonstrated the ability to develop strategic policies, procedures and technical implementation documents and systems from a standing start
- You will have strong written, verbal and presentational communication skills
- You will be able to chart an effective business strategy for enhancement of Soft FM Services in an environment where the way ahead is not always clear or established, making recommendations to the Management Committee

Prerequisites for employment

- Full driving license valid in the United Kingdom.
- Willing to travel nationally as required to carry out site visits and attend meetings/conferences and to spend time away from home due to working on multiple sites throughout the week.
- Complete Baseline Personnel Security Standard – this is compulsory for all personnel who work for Landmarc Support Services Limited as Official Defence Contractors. This includes a Basic Police Disclosure, however, unspent convictions are not necessarily a bar to employment and will be reviewed case by case to ensure there are no risks to the security and integrity of the work completed by Landmarc Support Services Limited.
- National Security Vetting may be required however you will be informed of this requirement during completion of the Baseline Personnel Security Standard.
- Candidates must meet the UK residency requirements to undergo the above (5 years minimum).

Our Values

- Take time to take care of yourself, look out for yourself and others, and stop and step-in if you need to.
- Always do the right thing, not just the easy thing; integrity in all that we do at work and at home.
- Put the customer's needs first, in everything we say, consider or do.
- Promise only what can be delivered; once promised it's a Landmarc commitment.
- Take pride in what you do, you've a lot to be proud of.

Our Behaviours

- Live Our Values, know what they are and what they mean to you and how they influence what you do, we should believe in them and demonstrate them always.
- Build Relationships, we are a people-business and relationships are the foundation of accomplishment. Take every opportunity to build and strengthen relationships with colleagues, customers and suppliers. Together we are stronger.

- Give Feedback and Recognition, creating an environment in which we openly and thoughtfully give and receive feedback and recognition builds trusting teams. Feedback and recognition also foster a culture of growth.
- Embrace Flexibility, in all that we do and how we do it. Change can come with or without warning and in either case, we must improvise, adapt and overcome to remain relevant to Our Mission.