



GOODENOUGH
COLLEGE

Job Title: Soft FM Manager (Fixed Term Contract - 9mths)
Reports to: Head of FM Contract Delivery
Staff reporting: N/A
Based at: Mecklenburgh Square, London WC1N 2AB
Salary: £45,000 per annum, pro rata

Job purpose

To be responsible for the effective delivery of all Soft FM services, including catering, cleaning, housekeeping & events. Supporting and managing the strategic delivery & development of the Soft FM contracts for the College. Provide advice & support to the College on all aspects of the Soft FM services.

Key responsibilities

1. Support the Head of FM Contract delivery in negotiations with all Soft FM contractors & ensure that performance levels are in line with agreed KPI's and standards.
2. Ensure the Soft FM contract is managed, including the monitoring, reporting and follow up actions taken, minimizing risk & maximising opportunities for savings or improved services for the College.
3. Ensure planning & development of all Soft FM Services & Contracts are managed and reported.
4. Monitor all KPI's, SLA's & any other performance parameters relating to the quality of service performance & commercial performance, and reporting these to senior management.
5. Monitor the quality of catering in all areas and ensure all menus are approved and followed, this includes members & events catering.
6. Manage the P&L for members catering, including pricing for all menus and establishing an appropriate GP target.
7. Ensure the quality of service standards for all members & events catering are in accordance with contract specification.
8. Lead on auditing & monitoring of kitchen and catering areas. Reporting findings in line with catering contract.
9. Monitor of non-compliance of KPI's. Undertake and support of mediating solutions and recommending action where appropriate with senior management.

- 10.** The Development of Soft FM policies and procedures in line with the College's needs.
- 11.** Ensure appropriate and timely Member communication is carried out.
- 12.** Ensure any negotiation between Members and College is carried out in line with the College's policies.
- 13.** To ensure all Health & Safety measures are undertaken in line with legislation.
- 14.** To monitor Health and Safety compliance in all matters relating to the Soft FM contract.
- 15.** To manage & develop the Soft FM budgets in line with College objectives.
- 16.** Ensure that all documentation, including reports, audits and meeting notes are prepared correctly, updated (Version controlled) and is accessible for operational or Executive level.
- 17.** Ensure the periodical monitoring of the contractor's performance level, reviewing & reporting back findings to management.
- 18.** Ensure the contractors are using the latest methods, technology and trends within the College services to give the best performance and quality.
- 19.** Manage all Health & Safety measures are undertaken and in line with legislation including HACCP, COSHH and food hygiene.
- 20.** Monitor and approve all menus in-line with contract structure, ensuring that trends, variety and seasonal quality are at the fore front of all services.
- 21.** Ensure that all reactive, periodic and planned cleaning are monitored in line with contract requirements.
- 22.** Ensure that linen costs, quality and services are in line with contract requirements.
- 23.** Ensure that the contractors are carrying out all statutory testing & inspections and that these are reported & filed for reference.
- 24.** Undertake any other reasonable duties as required by the line manager.

Person Specification

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Education/ Training	<ul style="list-style-type: none"> • A relevant degree or qualified by experience (E) • Food Safety qualification (E) • HACCP planning (E) • COSHH training (E)
Experience	<ul style="list-style-type: none"> • Soft FM management experience within a relevant business operation (E) • Proven track record of managing catering, cleaning & events business, staff & budgets (E) • Strong financial acumen & understanding (E)
Technical Skills & Abilities	<ul style="list-style-type: none"> • IT literate with Microsoft & Windows applications (E) • Managing QA through KPI's & development of policies, process & procedures (E) • Continual professional development of technical qualifications (E)
Other skills	<ul style="list-style-type: none"> • Excellent negotiation and communication skills (E) • Ability to develop excellent working relationships & represent the College at a senior level (E) • Flexible, with the ability to work on their own and plan their priorities (E)
Special Circumstances	<ul style="list-style-type: none"> • Willingness to work unsocial hours as required (E)

* E = Essential D = Desirable

Review arrangements

The details contained in the job description reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, the College will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Application

To apply for this position, please send your CV along with a covering letter (no more than 2 sides of A4) advising us which role you are applying for and why you are suitable for the post to: jobs@goodenough.ac.uk, **no later than 10am on Monday 7th January 2019.**

Closing date: 10am on Monday 7th January 2019

Interview date: To be confirmed