

	Job Description	Document No:	HRM-SF-003
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Position: Service Delivery Manager

Reports to: Division Director

Direct reports: Service Coordinators & Field Operatives

Location: RAF Lossiemouth – Atlantic Building

Role Summary

Manage and support the Service Co-ordinators and allocated engineer teams to deliver planned maintenance and reactive works on budget and to the Company's quality requirements, ensuring the highest standards in health & safety, operational processes, legislative and client specification compliance are achieved.

Main Responsibilities

- Responsible for the management of direct labour and external contractors
- Day to Day Budget control and responsibility
- Support the Service Coordinator(s) through the development of process and forward planning.
 - Forward planning of Planned Preventive Maintenance and Reactive Works
 - Driving the Service Coordinator to achieve agreed delivery dates
 - Assist Service Coordinator & Supervisor in organisation of engineer workload to achieve maximum efficiency at lowest cost.
 - Manage and assist the Service Coordinator with site level administration
 - Assist with Stock management of sites and vans
- Own and maintain reports on the client and RIFM dashboard, communicating with stakeholders on progress at agreed intervals.
 - Manage reports and provide jeopardy management for the team
- Identify efficiency opportunities and assist in the planning of works, ensuring agreed dates are achieved and all KPI's met.
 - Monitoring KPI status to ensure they are met
 - Assisting with internal and external audits as required.
- Design disaster recovery plans with team ready for crisis implementation.
- Manage and develop the working team through CPD.
- Complying with Company policies and responsible for own working environment including health and safety:
 - Ensuring all buildings under RIFM's control are statutory compliant and all reports/certification is issued/uploaded as per the contract KPI's.
 - Working alongside RIFM internal QHSE department with reviewing or compiling Risk assessments, Method Statements and COSHH Assessments
 - Working alongside RIFM internal departments QHSE, Fleet etc.
 - Ensuring RIFM QHSE and client policies are followed.
- Attend management meetings with client

The above does not represent an exhaustive list of responsibilities and tasks but indicates the main responsibilities required. The Company reserves the right to require employees to perform other duties from time to time.

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Experience & Qualifications

- IOSH Managing Safely.
- First Aid at Work – 3 Day Course
- Minimum 5 years management experience within the FM Sector
- Experience of leading teams
- Experience of working in a busy environment
- Very organized and uses initiative
- Excellent oral and written communication skills
- Ability to deal with changes positively and effectively
- Thorough knowledge of the industry

At Richard Irvin FM Limited, our Values are at the core of everything we do. We expect all our employees to adopt and live by our Values. These are:

SAFETY	Why take the Risk?	We protect ourselves, and we protect each other. Every day, every member of staff – and everyone we're responsible for – goes home safely
INTEGRITY	What's the Right thing to do?	We act with honesty and fairness, and we're always ready to challenge. It's not just about complying with rules and regulations – it's simply about doing the right things, in the right way.
EXCELLENCE	If I was the Customer, What would I want?	We take pride in what we do, in being the best we can be. Customers recognise us for it, and people want to work for us because of it.
RESPONSIBILITY	How do we inspire confidence and respect?	We're accountable for our actions. We commit to the task in hand and deliver. We trust, and we inspire others to trust us.
COLLABORATION	How much more can we achieve together?	We're team players, loyal to one another. We're always ready to support and carry more than our share of the load. We build sustainable relationships and alliances with our customers and business partners