

Job Description - FM Operations Excellence Manager

Reports to:	FM Operations Excellence Manager
Global Operations team:	Property and Facilities - International Operations.
Number of roles:	1
Job Family:	3
Type of Role:	Permanent
Location:	TBC
About Eversheds Sutherland	<p>Eversheds Sutherland is not your average law firm and we're not looking for average people. We do things differently - in the way we treat our people and the service we provide. That's how we've become one of the largest law firms in the world and a great place to work and develop your career.</p> <p>The Eversheds Sutherland Property and Facilities team are responsible for our global offices to provide workplaces that are comfortable, clean, safe and secure, as well supporting both internal and external clients on a day to day level.</p>
Main Duties and Responsibilities	<p>Role:</p> <p>As the FM Operations Excellence Manager, your main responsibility is to ensure Eversheds Sutherland FM Operations teams and suppliers comply with all regulatory requirements and to ensure that appropriate controls, policies and procedures are in place and monitored on an ongoing basis. Maintaining and developing controls, you will proactively mitigate compliance risk, while providing overview of risk and quality of services to the senior facilities management team.</p> <p>The role is there to ensure that all facilities services, both hard and soft, are delivered to the highest standards, consistently and in line with the companies strategic goals.</p> <p>You will need to ensure that the team is vigilant in its approach to data protection, data security and GDPR guidelines.</p> <p>Working closely with both the Senior FM Operational Managers for both UK and international LLP offices, you will ensure that appropriate quality measures are implemented and completed for all areas of the business function, this includes but is not limited to, internal/external audits, standard operation procedures and document version control.</p> <p>Be responsible for physical security, in all guises and providing assurance to our clients on an ad hoc basis through the year.</p> <p>The role is primarily office based. Flexibility for travel required. Daily/Weekly/Monthly Tasks (including but not limited to):</p> <ul style="list-style-type: none"> • Developing, implementing and overseeing the businesses quality, governance and risk management framework. • Ensuring that our policies and procedures deliver against the expectations of our clients and ensure we remain compliant with our regulators. Client audits will be a regular expectation. • Identify gaps and create corrective actions.

	<ul style="list-style-type: none"> • Create and review robust standard operating procedures that are implementable across all offices. • Challenge and audit our procedures to ensure that we are providing correct and proper customer outcomes which meet our regulatory requirements. • Build strong supportive working relationships with FM representatives across all LLP offices.
Competencies required:	<p>The job holder must have the capability to communicate, lead and influence, as building and maintaining relationships with clients/suppliers, and support to the FM Teams is critical to the operation achieving required targets.</p> <p>The job holder must be highly organised and will be required to consistently deliver required outcomes on time and to a high standard.</p> <p>They should demonstrate a capability to solving issues promptly.</p> <p>The job holder will also need to demonstrate the capability to work collaboratively with 3rd party Suppliers and internal support functions in order to deliver results.</p>
Skills/experience required:	<p>Excellent communication skills, written and verbal.</p> <p>Has excellent understanding of subject matter and Industry standards.</p> <p>Extensive knowledge and experience of working in a facilities/built environment role.</p> <p>Able to work independently and use their own initiative.</p> <p>Analytical and detailed orientated.</p> <p>Internal auditing experience.</p> <p>Ability to adhere to strict deadlines.</p> <p>Networking within the FM and legal industry for an understanding of what FM service excellence looks like elsewhere.</p> <p>Advanced in MS office packages.</p> <p>Prince2 qualification preferable.</p> <p>Knowledge of current regulations and standards relevant to management of building fabric e.g. Building Regulations, Regulatory Reform (Fire Safety).</p> <p>Knowledge and understanding of ISO accreditation process.</p>
Salary Range:	TBC