

Zone Manager Depots

Job Title:	Zone Manager Depots
Department:	Depots
Reporting to:	Head of Distribution FM
Responsible for (staff):	Depot Facilities Managers
Location:	Distribution Centres
General Purpose of Role:	Accountable for ensuring a safe and high quality environment within Sainsbury's Distribution Centres, through effective implementation of FM Operational Strategies

ACCOUNTABILITIES

- Accountable for the delivery of FM services across ArcusFM Distribution Centres in the Zone through the management of Depot Facilities Managers and Depot Maintenance Technicians.
- Accountable for the delivery of FM services across a number of 3rd Party FM managed Depots
- Undertake regular visits to Distribution Centres to complete Compliance audits and meet with the managers to review the services being provided
- Responsible for driving a culture of continuous improvement through the facilities function by identifying and implementing improvements to current practices.
- Ensure that all Depot/RRU/VMU equipment is maintained to the highest standard and legally compliant at all times.
- Investigate Depot/RRU/VMU breakdowns and defects to identify root causes and put in place actions to maximise machine availability.
- Provide engineering advice and support to site operational teams in regards to site operated plant and equipment.
- Manage revenue budgets and identifying any variances.
- Investigate root causes of any external authorities issuing a non compliance notice.
- Build a relationship with contractors, third party providers and external authorities.
- Reduce damage spend YOY through identifying root causes and implementing procedures and requirements to prevent reoccurrence.
- Prepare input to both revenue and capital budgets to ensure that legal and maintenance compliance is maintained.
- Ensure that repair and maintenance costs are in line with budget expectations and that Sainsburys are getting the most cost effective value for money repairs by contractors and highlight any variances in maintenance and damage spend.
- Manage maintenance repairs ensuring they meet contractor requirements and SLA's. Address areas of contractor under performance in a timely and effective way.
- Accountable for the management, coaching and development of Depot Facilities Managers in the Zone
- Manage the interface with the 3rd Party FM teams at 3rd Party Operational sites for Depots in the Zone

- Provide leadership to Depot Facilities Managers to ensure that all strategic objectives are met and quality standards continue to improve.
- Responsible for ensuring the key statutory compliance measures are delivered for Depots in the Zone
- Ensure that 100% compliance is sustained across all ArcusFM Distribution Centres; coaching and developing the Depot Facilities Managers at each site to achieve this.

KNOWLEDGE AND SKILLS

Specific Qualifications:

- Ideally a member of a professional institution or trade association directly relevant to the range of services to be managed i.e. Member of the British Institute of Facilities Management (BIFM), Royal Institute of Chartered Surveyors (RICS), or an engineering-based institute.
- Relevant Health & Safety qualification.

Experience

- Previous experience in a similar role.
- Proven track record managing operations or facilities maintenance for multi-site commercial building environment.
- Experience of leading and managing an operational and field based management.
- Track record of delivering continuous process improvement, developing performance improvement tools and processes.
- Experience of managing and motivating staff through periods of change and business growth.

Knowledge

- Develop, implement and maintain processes to support the function of the Distribution Centre teams, in line with 14001/18001.
- Provide interface between ArcusFM, site 3rd party management and BSI auditors.
- Ownership of all ArcusFM processes relating to Distribution Centres.
- Develop and implement an internal audit to ensure the high performance and customer service levels are maintained and consistent across all ArcusFM sites.
- Liaise with relevant departments to ensure that any procedure or work activities that may affect operation are documented in line with relevant policies.
- Own content and change of Depot Arc and Touchpoint Intranet
- Extensive knowledge of FM services and contractor management.
- Understanding of KPIs and performance management.
- Knowledge in areas of financial planning and control, and strategic decision making

- Understanding organisational requirements and systems in the areas of quality management, health and safety, legal compliance, environmental policies and general duty of care.

Skills Competence

- Management skills, business and commercial acumen.
- An effective communicator with the ability to negotiate, influence and use diplomacy with clients and colleagues at all levels.
- Ability to analyse, evaluate and assess the validity and relevance of information in order to draw appropriate conclusions and make necessary recommendations.
- IT literate, and competent in financial analysis.
- Ability to work under pressure and meet tight deadlines.
- Project Management
- Attention to detail

VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

OTHER FACTORS

- Field based with office at home.
- Driving Licence essential
- Majority of time spent in Depots throughout England and Southern Scotland.
- The post holder must be able to work flexibly, as determined by business requirements, including weekend working on a rota basis or other