

JOB

DESCRIPTION

Job Title:	Pest Escalation Process Manager
Department:	Contract Management
Reporting to:	Pest Control Manager
Responsible for (staff):	None
Location:	Field Based
General Purpose of Role:	To provide consistent and efficient approach to pest escalation activities. Supporting stores, Sainsburys Managers & Arcus RBEMs to ensure that escalations are resolved correctly and within an appropriate amount of time. To ensure that Pest Control services being delivered by Sainsbury's contractors is of the highest standard in stores with identified issues.

ACCOUNTABILITIES

- To attend any store flagged by Pest contractor at 21 days activity
- Complete site review of highlighted store to assess current measures being employed by contractor, stores and AFM Technicians and Pest Team, making recommendations for further actions/activities by those parties
- Provide direction and Subject Matter Expert advice to the AFM Pest Team Leader to enable the Pest Team, enabling them to carry out speedy and efficient proofing activities
- Complete investigation into root causes and further treatments should these not be in a satisfactory position
- To attend all escalation meetings from in line with the agreed escalation process and to support the Pest Control Manager as and when required.
- To attend progress conference calls for problem sites as required
- To work with ZBEMS to continually review and retrain RBEMs in all pest processes in line with contractual, legislative and Sainsbury's driven initiative changes to the current set up.
- To engage with Sainsbury's Soft Services Manager and Group Safety team to ensure store behaviours and knowledge is being addressed to support in pest issues.
- To make suggestions on changes to process or innovations to Pest Control Manager to be considered to Primary Authority representative.
- To meet with suppliers (to support the Pest Control Manager as and when required) to review latest innovations and service offerings to challenge back to Sainsbury's Contractors and develop Arcus's knowledge of such initiatives
- To review work orders being raised are logged correctly and support offered to FM Direct Managers to train and upskill operatives to ensure consistent approach
- To support Sainsbury's and Arcus in the development of a self-delivery option.
- To attend contractor meetings (to support the Pest Control Manager as and when required) in line with Supplier Management Sainsbury's framework.
- To attend periodic meetings with independent pest auditors to compare and contrast findings and concerns.

KNOWLEDGE AND SKILLS

- Understanding of Pest Control legislation
- Knowledge of innovation in Pest Control measures and approaches
- Understanding of Sainsbury's processes for pest control
- Knowledge of building fabric issues

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- To hold a relevant qualification in Pest Control Management to level 2
- Extensive knowledge of FM management
- Capable of designing and delivering presentations and reports to Senior stakeholders and peers
- Able to coach, develop and mentor colleagues in best practice in Pest Control

Working Week (model week structure):

Mondays: Admin and planning for the week

Tuesday- Thursday: Field base investigating 21 day issue stores, delivering skills training to RBEMs FMD, attending relevant escalation meetings, contractor visits & completing audits of contractors.

Fridays- Review escalation updates from RBEMs and ensure FM KPI is closed down accordingly. Attend weekly escalation calls with Contractors and Pest Control Manager.

Other Factors:

- The post holder must be able to work flexibly, as determined by business requirements, including weekend cover if required
- The post holder must be able to work from and attend meetings at various locations, including Arcus FM Head Office at Upminster, their operational base in Redditch; Sainsbury's Offices at Holborn, London (there is an expectation that the role holder will be able to work in London for at least 2 or 3 days per week) and Ansty Park, Coventry; and at FM Contractor premises potentially nationwide.

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