



Job Description

Job Title: Property Team Manager

Reports to: National Operations Director

Context: Within the UK, ISS Facility Services – Restoration provides damage management and associated services to Private and Public Sector organisations, including Local Authority and Insurance customers. ISS Facility Services – Restoration offers innovative operational and development solutions that have been built using the strong foundation of the ISS organisation

Main Purpose: Responsible for the successful delivery of the Business Unit's KPI's, including service delivery standards in relation to the customer specifications and requirements and achievement of the Business Unit's and overall business financial budget targets.

To manage and develop all services ensuring continuity throughout the Business Unit within agreed financial parameters, operating procedures and all legislative requirements covering both operational and personnel training requirements to meet and exceed performance targets. Ensure compliance with all ISS and customer policies and procedures.

Key Responsibilities:

- Leads the strategic development of their Business Unit, delivering Best in Class services aligned with the customer vision, principles and service level requirements and to introduce innovation.
- Understands and adapts continuously to client business drivers, challenges and expectations.
- Identifies and leverages the synergies that exist between ISS, its supply partners and the customers to continuously raise levels of customer advocacy for ISS.
- Leads pro-active working relationship with supplier partners; resolves all day-to-day performance issues.
- Ensures collection, consolidation and presentation of management information to MD and the business.
- Plan, monitor and control budgets to achieve planned business performance and delivers P&L plan & KPI's.
- Manages talent and succession in all levels of the account; strives to build and develop potential at all levels.
- Understand the business and individual contract terms and conditions and customer expectations at a detailed level and takes ownership for the outcomes.
- Ensuring that standards are consistently achieved and maintained and to assist in the performance of regular audits on standards and documentation.
- Establishes process performance metrics; tracking, analysing reporting performance in terms of quality safety, cost, customer satisfaction and taking corrective action where necessary.
- Drives initiatives and investment to reduce cost and improve customer service.

- Provide timely and effective communications with all employees' levels within the Business Unit and our clients' organisations.
- Ensures key elements of ISS and customer HSE culture are lived and developed throughout the business.
- Share process improvements with colleagues as opportunities arise.
- Keeps Managing Director fully informed of exceptional issues.
- Ensure compliance with the Company's Quality Management and Health & Safety Policies.

Business Management

- Control the arrangements for the proper financial and commercial management of their Business Unit to ensure the required work, standards and financial targets are achieved.
- Manage and evaluate objectives and targets for the Business Unit to ensure all requirements are met and the business developed.
- Setting individual contract and overall objectives and targets for the Business Unit and the team.
- Ensure compliance with statutory and corporate requirements particularly with regards to H&S and HR legislation.
- In conjunction with the Sales team, produce regular account retention and development plans to ensure absolute focus on customer retention and account development.

Client Relationship

- Develop and maintain a relationship framework for the Business Unit and appropriate National Accounts to ensure working relationships at all levels are in place and effective, working in conjunction with the Sales team.
- Promote timely and good quality client communications.
- Provide proactive feedback to clients in areas of cost control, work scope, innovative improvements and additional services.
- Ensure client issues are dealt with effectively at the appropriate level.
- Check that all quality matters are being treated in a timely and professional manner as required.
- Attend appropriate client meetings, encourage active improvements and provide feedback to clients.

Employee Engagement

- Manage and provide direction, guidance and support to the Business Unit in the provision of all elements of Restoration services, ensuring they are able to carry out their roles efficiently and effectively.
- Implement performance management systems and conduct regular appraisals and reviews with Property Team Leaders.
- In conjunction with the Human Resource Department manage all disciplinary matters and Industrial Relations issues.
- Create, maintain and enhance effective working relationships with the Business Unit staff and all other staff within the Company.
- Team building by active participation and encouragement of staff input.
- Ensure appropriate procedures are in place for the recruitment and selection of staff taking an active part in the recruitment of key staff.
- To ensure the ongoing development of all Property Team Leaders, operatives and teams within the business and to establish succession plans for all key positions.

Health Safety and Environment

- Develop a safety culture within the Business Unit to establish a secure and safe environment.
- Establish new and maintain safe systems of work.
- Ensure personal compliance and that of your team to the ISS reporting procedure for accidents and near misses.
- Maintain a communication network to raise Health & Safety issues.
- Ensure that Risk Assessments for all tasks are documented, implemented and communicated effectively.

Personal

- Develop own Personal Development Plan in line with agreed appraisal, taking responsibility for continued self-improvement.
- Participate and embrace the development opportunities within ISS.

ISS

- Communicate effectively with colleagues within the Business Unit and across the Company so that information is disseminated effectively and participate in project groups and meetings as required.
 - Promote the IFS model within the ISS community.
 - Share Best Practice.
 - Work with other ISS Business Units on joint bids and existing customers looking to grow.
 - Use the Business Unit to promote and further develop ISS.
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Experience

- Ideally requires specialist knowledge of the Restoration industry.
- 3 years' experience working in a senior role ideally within the Restoration industry.

Skills

- Commercial and financial awareness in a client and business environment.
- Ability to operate at all levels throughout the organisation.
- Communication and presentation skills.
- Ability to engage and lead a team of direct reports and motivate the Business Unit staff to perform at a high level of performance.
- Able to command credibility and be able to influence.
- High degree of initiative, creativity and wide scope for discretion.

Qualifications

- Possess or show willingness to work towards degree, diploma or similar qualification or industry related qualification.

Leadership Principle 1 – Level 3

In ISS we put the customer first

We take pride in servicing our chosen customer

We are responsive to customer needs and proactively search for a better understanding of their challenges

We build relationships with our customers

Level 1

- Actively encourages a customer based focus within the team
 - Familiar with service delivery and specification and delivers quality by following procedures
 - Builds relationships in a professional manner
 - Courteous and polite when dealing with customers
 - Meets agreed deadlines and quality specifications and provides timely feedback to customer
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Level 2

- Interprets accurately contractual requirements
 - Manages customer expectations
 - Takes responsibility for developing solutions to customer problems / complaints
 - Identifies areas for improvement and acts upon them
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Level 3

- Recognises constraints on customer and provides solutions
 - Anticipates internal and external issues that may impact on the customer
 - Uses a variety of techniques to encourage the customer to make challenging decisions
 - Highlights the corporate quality agenda and promotes a culture of continuous improvement
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Leadership Principle 2 – Level 3

In ISS we have passion for performance

We take pride in delivering excellent performance and results

We appreciate and celebrate excellent performance and success

Level 1

- Effectively communicates objectives, key performance indicators and business progress to the team
 - Demonstrates persistence, energy and enthusiasm to overcome obstacles and achieve results
 - Considers implications of spend against the budget
 - Sets and sticks to realistic timescales and prioritises tasks
 - Sees potential problems in advance and takes appropriate action
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Level 2

- Focuses own and team's efforts on challenging objectives and targets
 - Offers practical assistance to other team members in order to help the team
 - Collects and analyses data on all elements of performance
 - Develop action plans to improve performance and achieve sustainable results
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Level 3

- Puts forward strong business cases for investment purposes
 - Takes responsibility for securing and managing funds to run the business
 - Provides motivation to achieve dynamic business excellence
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Leadership Principle 3 – Level 4

In ISS we encourage innovation

We are always open to new ways

We look for opportunities to make improvements to our systems and concepts

We value adaptability and willingness to change

Level 1

- Open to new ideas
 - Willingly tries new approaches to work issues
 - Responds positively to creative suggestions from others
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Level 2

- Able to identify new and innovative ways of working
 - Willing to take responsibility when change is necessary
 - Lead and encourage change initiatives
 - Actively involves those affected by change in the planning process
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Level 3

- Identifies change opportunities quickly and accurately through creative thinking
 - Recognises innovative people within the team and includes them in activities as appropriate
 - Contributes significantly to business planning process
 - Recognises and takes action when changes may impact on business profitability
 - Willing to take calculated risks when benefits are important
 - Develops innovative actions to differentiate the business and services in the market place
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Level 4

- Uses innovation to set future resource requirements
 - Displays high level of visionary capacity to see long term local perspectives
 - Encourages an environment where creativity can flourish
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Leadership Principle 4 – Level 4

In ISS we treat people with respect

We consider Health & Safety a top priority

We listen & communicate openly and honestly

We treat people as individuals and are aware that their preferences may differ from our own

We respect the laws of the localities where we operate

We value differences and diversity

Level 1

- Provides leadership that implements behavioural change to reduce the risk of serious accidents and lower the number of common accidents

- Displays sensitivity to what people say and how they react
 - Recognises the diversity within the team and utilises these differences to the full
 - Proactively manages compliance with Equality and Diversity policies
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Level 2

- Provides active leadership that implements behavioural change to reduce the risk of serious accidents and lower the number of common accidents
 - Delivers difficult messages in a sensitive and tactful way to both individuals and groups
 - Demonstrates empathy towards people and acts appropriately
 - Uses appropriate process and procedures
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Level 3

- Confidently facilitates meetings to encourage input from all participants to ensure all view points are aired and considered
 - Provides strong tactical leadership that implements behavioural change to reduce the risk of serious accidents and lower the number of common accidents
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Level 4

- Sets standards for the quality of the internal and external communication processes and encourages 2 way communications
 - Provides strong strategic leadership that introduces behavioural change to reduce the risk of serious accidents and lower the number of common accidents
 - Lead Diversity and Equality best practice across the area of responsibility
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Leadership Principle 5 – Level 3

In ISS we lead by example

We are role models and ambassadors and act accordingly

We make ourselves visible

We are open and honest about the problems we need to manage

Level 1

- Sets a personal example of commitment and enthusiasm
 - Is open and honest in their dealings with other people
 - Tackles difficult situations promptly and tactfully
 - Provides regular, concise and constructive feedback on performance, and agrees appropriate remedial actions
 - Listens actively asking questions and summarising to confirm understanding
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Level 2

- Selects appropriate methods of communication demonstrating clarity and conciseness of communication
 - Inspires and excites others to achieve business objectives
 - Deals confidently with confrontation and settles issues successfully
 - Confident about their proposals and persuades other to follow
 - Adapts personal leadership style to suit the needs of the recipient or situation
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Level 3

- Challenges plans of others to resolve conflicting priorities
 - Has a range of advanced negotiation skills which regularly achieves win-win situations
 - Manages difficult people and handles conflict with success
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Leadership Principle 6 – Level 3

In ISS we lead by empowerment

We give a license and obligation to act

We are committed to learning from mistakes

We encourage decisions to be made and executed as far down the organisation as possible

Level 1

- Demonstrates full understanding of own role and clearly explains roles and responsibilities to team
 - Take responsibility for own actions and encourage the same in their team
 - Seeks support/advice when issues are outside their level of responsibility/capability
 - Recognises staff for efforts and celebrates success
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Level 2

- Delegates appropriate tasks effectively and correctly
 - Provide support to team when trying something new or different or when faced with difficulties
 - Uses questioning techniques to encourage team members to resolve own problems and make decisions
 - Supports team in analysing why and how a mistake has happened to prevent reoccurrence and to maximize learning.
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Level 3

- Identifies and breaks down barriers to success
 - Considers implications of decisions or suggestions made
 - Manages expectations when selling benefits or ideas
 - Obtain shared ownership of problems and challenges assumptions to achieve desired outcomes
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Leadership Principle 7 – Level 4

In ISS we develop ourselves and others

We develop by being open and honest about our strengths and weaknesses

We create space for personal development and for people to achieve their potential

We identify stretch and coach talent

We take pride in developing our own successors

Level 1

- Actively creates a personal plan for continuous self development
 - Responds positively to feedback and constructive criticism
 - Facilitates team development through on the job instruction and coaching
 - Conducts induction and appraisal processes effectively
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Level 2

- Seeks to develop own coaching ability.
 - Agrees and implements a personal development plan to improve competency levels of individuals
 - Gives constructive feedback on strengths and weaknesses
 - Adopts different development approaches to suit the needs of the individual
 - Prepares and implements training and development plans for operating unit
 - Prepares a succession plan and actively works towards it
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Level 3

- Monitors and evaluates the longer-term results of training and development
 - Invests the necessary resources (people, time and money) in development of team/s
 - Predicts future training and development requirements
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Level 4

- Champions talent management and succession planning processes
 - Initiates and supports a people development strategy which contributes to the future business needs
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Leadership Principle 8 – Level 4

In ISS teamwork is at the heart of our performance

We build great teams by selecting people with the right abilities and attitudes

We share ideas, knowledge and experience

We take pride in our teams achievements but always put the company's interest first

Level 1

- Identifies how individual performance contributes towards the company interest
 - Recognises the need and willingly assists other team members to reach the team goals
 - Takes pride in performance of self, team and company
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Level 2

- Effectively recruits people with the appropriate skills, abilities and attitudes to fulfill the job roles
 - Uses the group as a resource, recognising team member capabilities to make best use of them.
 - Prioritises tasks to maximize team performance and utilisation of resources
 - Plans and organises self and others to deliver an excellent service
 - Readily shares information while encouraging integrity in handling commercially sensitive material
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Level 3

- Explains complex issues in a logical and appropriate way in order to gain understanding by all levels of the team
 - Converts high level plans into detailed work programmes
 - Inspires multi-disciplinary and cross functional teams
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Level 4

- Creates an environment where all team members are working towards common goals and business objectives
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Leadership Principle 9 – Level 3

*ISS is one company with shared values,
one brand and one strategy*

We break down silos

We collaborate across borders and businesses

We implement strategies and operate the business in line with the group vision and corporate values

Level 1

- Participates enthusiastically in opportunities to assist other departments to achieve their results
 - Ensure company vision is shared and understood throughout the company
 - Communicates the company's vision, business strategies and objectives at appropriate level
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Level 2

- Interprets business needs and champions decisive action to achieve the vision
 - Able to use creative and innovative techniques for use across the business
 - Is sensitive to organisational politics, alliances and rivalries
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Level 3

- Formulates and communicates the company's vision, business strategies and objectives
 - Steps back from the detail in order to see the whole business picture and input into the strategy within their area of responsibility
 - Benchmarks performance against other Business Units/contracts to identify and develop initiatives for continuous improvement
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10. Functional Skills – Level 4 *Demonstrates strong technical/functional knowledge, skills and abilities*

Competencies

Level 1

- Competent in all technical tasks required in the job role
 - Studying towards first level qualification in functional skill where relevant
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Level 2

- Undertakes training on functional skills to others inside and outside of the function
 - Working towards/studying for mid level qualification in functional skill where relevant
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Level 3

- Implements the strategy of the function
 - Sets and monitors KPI's for the function
 - Inputs into the strategy of the function
 - Demonstrates excellent understanding and interpretation of the functions area for the business
 - Is regarded as expert in the function subject
 - Working towards/studying for higher level qualification in functional skill where relevant
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Level 4

- Develops strategy for the function
 - Develops the structure of the function
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Job Description Changes

This job description will be subject to review and the post holder will be consulted about any proposed changes. It is expected that the company's Personal Development Plan will provide such an opportunity to discuss any amendments or indeed adaptations to your job description.

Acknowledgement

Post Holder Signature: _____

Print Name: _____

Date: _____

Signed on behalf of ISS: _____

Print Name: _____

Date: _____