

## **Services Manager - Madrid**

Our client is opening a 30,000 square meter landmark building in Madrid, opening in October 2018 and will comprise:

- 2500 employees from 25 subsidiary businesses
- Staff restaurant and separate coffee bar seating 300
- Business lounge with 7 large meeting rooms and auditorium for 200 and function area with bar
- Coffee and tea points throughout the building
- 200 car parking spaces
- All associated FM services

### **Role Purpose**

The Services Manager will be responsible for the management and delivery of all the core services in the building – maintenance, cleaning, logistics, post room, car parking, traffic and loading bay, landscaping and all services related to them (this will normally exclude Front of House, catering and event services).

Initially this will involve moulding the supplier specifications and mobilizing all the contracts and suppliers from inception. Post mobilization, the role will additionally focus on efficiencies, optimizing the services and evolving them.

### **Key Responsibilities**

- Responsible for on boarding and mobilizing of services suppliers to go live
- Create complete suite of process and procedures for smooth operating of all relevant services and suppliers
- Ensure the day to day operations of the building are seamless and impact clients, staff and guests positively
- Seek out commercial revenue generation opportunities and escalates to CEM/Regional Director.
- Manage 3rd party service partners with integrity and ensures all service partners act in line with Instant's company goals and the client's campus vision
- Manage H&S and legislative compliance in relation to the building and service providers including permit to work system, collation of insurance and testing certs etc.
- Responsible for the performance management of all service partners – excluding some front of house service partners which sit with the Customer Experience Manager
- Ensure a 'one team' approach from all service partners – ensuring the visitor/client journey is seamless
- Ensure service charge is on track and to budget – ensure ALL additional services are re-charged to local businesses
- Own the governance meeting/feedback/communications process with the CEM
- Chair regular meetings with floor champions/relevant senior client contacts in order to proactively communicate building related information and to take feedback and action as appropriate to evolve the services
- Work with the CEM and Regional Director to re-engineer services to provide efficiencies where possible
- Own/review/use any building data collected to ensure optimisation of services
- Work with Instant Procurement team to implement the supplier strategy ensuring that this stays relevant and supportive of the client's Campus goals

- Own the building change control process and ensure all local businesses are aware of, and adhere to the process
- Deputise for the CEM where needed covering all aspects of front of house, events and catering

### **Background and Experience**

- Significant experience and a proven track record of managing a multi tenanted large landmark building within a blue-chip environment.
- Extensive experience with large scale/multi stakeholder client environments
- Proven track record of delivering efficiencies - whilst striving for client satisfaction and constant improvement.
- Proven track record of developing strategic innovative solutions and implementing them successfully.
- Ability to manage multi-disciplined service providers in a 'start-up' situation and steady state environment.
- Beneficial if any involvement in a building start up/opening

### **Key Skills and Competencies**

- Able to cover for the Client Experience Manager where needed
- Natural consultative approach with the ability to form strong working relationship through gravitas, an engaging personality and business credibility
- Demonstrable drive, enthusiasm, ambition to make an impact on this exciting project.
- A knack for thinking creatively when faced with challenges with good business acumen – understand the difference between cost and value.
- Easily able to articulate solution not product with a hungry, inquisitive and detailed disposition.
- Assertive but with excellent listening and coaching skills - business focussed and forward thinking
- A strong planner with strong presentation skills.
- Well-presented, have excellent communication skills, personable and engaging.
- Able to work well as part of a team as well as independently.
- A sound understanding at a basic level of core project financial disciplines such as task management, time tracking, profit and loss accounting, revenue, cost and cash flow forecasting.

### **Measures of success and key stakeholders**

#### **KPIs**

- Service cost budgets, additional service targets
- Client, visitor and employee satisfaction/complaints
- Supplier engagement, innovation and performance
- Team stability and quality of delivery

#### **Key stakeholders**

- Local business leaders
- RECS leaders
- Instant client Regional Director
- Senior Instant Directors