

Zone Building Environment Manager

Job Title:	Zone Building Environment Manager
Department:	Field Operations
Reporting to:	Operations Director
Responsible for (staff):	RBEMs
Location:	Field-Based
General Purpose of Role:	Responsible for ensuring a safe, secure, clean and high-quality environment for Sainsbury's customers and colleagues through effective management of FM and Crime & Security across a Zone and a team of RBEM's.

ACCOUNTABILITIES

- Undertake regular visits to stores to meet with senior stakeholder across the zone, reviewing the building maintenance and security services being provided, ensuring appropriate and responsive reaction to address all FM and Crime & Security related concerns.
- Accountable for the operational management and delivery of facilities management and Crime & Security services delivered within designated Zone ensuring a high profile in the day-to-day running of the sites with senior stakeholders.
- Support the ZOM, Head of Facilities Management and the Operations Director in the execution of a cohesive operations strategy that supports the business plans and delivers continuous performance improvement.
- Ensure that the property portfolio is secure and maintained to a standard that is affordable and is continually improved to meet the evolving requirements of Sainsbury's.
- Develop long-term relationships with associated providers supplying Sainsbury's and Arcus FM that contribute directly to providing outstanding service
- Liaise with contractors and suppliers to ensure that work is completed on time and within budget to deliver a fully-functioning, legally compliant, high quality store environment for your zone and nationally.
- Management and control of zone expenditure within agreed budgets.
- Work in partnership with the Retail Security team at Sainsbury's in the management and delivery of security related projects
- Responsible for support the customer with, and ensure the timely compiling/completion of crime related report writing and any other crime related tasks/activities through your team of BEM's
- Liaison with senior stakeholders to ensure they are aware and comfortable with the BEM's performance and support in review store guarding provision periodically to ensuring service is in line with KPIs.
- Identify Zone trends from the TLC meetings and create solutions to ongoing shrink challenges across the zone.
- Responsible for driving a 'One Arcus' approach across the business while been an ambassador both internally and externally of the Arcus culture

KNOWLEDGE AND SKILLS

- Proven track record managing operations and a team of a Facility Managers for multi-site commercial building environment across a wide geography.
- Track record of delivering continuous process improvement, developing performance improvement tools and processes through coaching and up skilling a team and utilises wider support teams.
- Extensive knowledge of FM and Crime & Security support services contracting and performance measurement and monitoring
- Understanding and implement organisational requirements and systems in the areas of quality management, health and safety, Crime & Security, legal compliance, environmental policies and general duty of care
- An excellent communicator with the ability to negotiate, influence and use diplomacy with senior clients and colleagues
- Strong knowledge in the areas of financial planning and control, and strategic decision making to influence and impact on business strategy and decisions.
- Excellent management, business skills and commercial acumen
- Ability to analyse, evaluate and assess the validity and relevance of information in order to draw appropriate conclusions and make necessary recommendations against company and client strategy.
- Capable of preparing and delivering presentations to senior management, staff and external stakeholder groups to influence decision making.
- IT Literate and competent in financial analysis/planning applications and tools.
- Ability to work under pressure and utilise resources available to them to meet tight deadlines.

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

- The post holder must be able to work flexibly, as determined by business requirements this may involve travelling to other Arcus offices or client's premises
- This position will involve working weekends on a rota basis to represent FM as the senior stakeholder
- Due to this role being field-based / mobile having a UK driving licence is essential