

Regional Building Environment Manager

Job Title:	Regional Building Environment Manager
Department:	Field Operations
Reporting to:	Zone Building Environment Manager
Responsible for (staff):	N/a
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 series of sites.

ACCOUNTABILITIES

- Undertake regular visits to stores to meet with managers, reviewing the building maintenance and security services being provided, ensuring appropriate and responsive reaction to address any and all FM and Crime & Security related concerns. This to include appropriately challenging store colleagues around their practices and behaviours.
- Be accountable for the operational management and delivery of facilities management and Crime & Security services delivered within your designated regional area by providing a high profile in the day-to-day running of the sites.
- Support the ZBEM and ZOM in the execution of a cohesive operations strategy that supports 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 aligned to the evolving requirements of Sainsbury's.
- Develop long-term relationships with associated providers supplying Sainsbury's and Arcus that contribute directly to providing outstanding service.
- Actively understand and support the control of energy use within the retail environment by working with store colleagues and key providers to raise awareness and accountability.
- 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.
- Support the Retail Security Manager in the management and delivery of security related projects
- Support the customer with, and be responsible for, the timely compiling/completion of crime related report writing and any other crime related tasks/activities
- Liaison with the Commercial/Store Manager/ROM to review store guarding provision periodically to ensure service is in line with KPIs.
- Participation in TLC meetings and identification of potential solutions to ongoing shrink challenges.

KNOWLEDGE AND SKILLS

- Proven track record managing operations or facilities maintenance for multi-site commercial building environment. Track record of delivering continuous process improvement, developing performance improvement tools and processes.
- Extensive knowledge of FM and Crime & Security support services contracting and performance measurement and monitoring

- Understanding 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 effective communicator with the ability to negotiate, influence and use diplomacy with clients and colleagues at all levels
- Knowledge in the areas of financial planning and control, and strategic decision making.
- Management skills and business 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.
- Capable of preparing and delivering presentations to senior management, staff and external stakeholder groups.
- IT literate, and competent in financial analysis / planning applications and tools.

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 will involve travelling to other Arcus offices or client's premises
- You must live within daily travelling distance of your allocated stores
- This position will involve working weekends on a rota basis
- Due to this role being field-based / mobile having a UK driving licence is essential
- You will be required on-call a maximum of 1 in 4 weeks