

# Europe Facility Lead Manager

[https://recrutement.facilitisrh.com/front-jobs-detail.html?id\\_job=659&id\\_origin=0](https://recrutement.facilitisrh.com/front-jobs-detail.html?id_job=659&id_origin=0)

<b>Mise à jour</b>	11-03-2024
<b>Service</b>	Facilitis Recrutement
<b>Localisation</b>	Ile-de-France
<b>Contrat</b>	CDI
<b>Statut</b>	Cadre
<b>Fonction</b>	14 Directeur régional



## Contexte et définition du poste

Grand groupe international spécialisé en immobilier tertiaire et en gestion d'actifs recherche dans le cadre du déploiement d'un nouveau contrat d'externalisation :

### Un(e) Europe Facility Lead Manager

**Poste basé Paris 8ème ou Bruxelles (avec 3 jours au bureau de Paris)**

### What This Job Involves

- Having an operational awareness of Facility Management contracts management (hard and soft)
- Having a strong financial background : you will have to do monthly reconciliations, financial reportings to the client and internal reportings as well
- Lead and manage closely the budget
- Strong knowledge in managing the financial KPI's
- Strong management skills : you will be part of the EMEA team ( 7 FM leaders including yourself) and you will have to manage 5 FM regional managers i.e. around 50 people in total located in 8 different countries within Europe
- Project management : you need to have a good experience on overseeing projects and leading your team to do the same
- Supporting the Account Director to drive EMEA wide initiatives in terms of Engineering Service Delivery, Compliance Management, Asset Management, Energy and Sustainability, Client First Interface and delivery of the Annual Account Plan. You will report directly to the head EMEA OPS manager.
- Supporting the delivery of FM operations across the portfolio in terms of contract delivery, health and safety, engineering services, legislative compliance, contractor management, promoting sustainability, adding value and driving innovation
- Promoting high level of satisfaction among client users and reinforcing prompt response and customer service focused delivery
- Demonstrating leadership, giving direction and mentoring the teams across the portfolio to promote engagement, customer service excellence and aligned delivery across all service lines
- Ensuring statutory and local regulatory compliance relating to all aspects of service delivery at all facilities.
- Acting as go-to person in relation to coordination of all facilities, project and crisis management activities ensuring timely solutions and identification and removal of potential roadblocks
- Ensure all contractual deliverables are actioned within agreed timeframes/KPI
- The ability to understand and offer guidance to local FM's in terms of hard services and technical repairs, and provide guidance to FM's in terms of managing local vendors
- Supporting client Health & Safety goals across all facilities working closely with H&S Managers to keep all documents up to date and relevant

## Europe Facility Lead Manager

[https://recrutement.facilitisrh.com/front-jobs-detail.html?id\\_job=659&id\\_origin=0](https://recrutement.facilitisrh.com/front-jobs-detail.html?id_job=659&id_origin=0)

- Communicating in an open, honest, transparent manner at all times with the ability to tailor the message to specific audience and their needs

---

## Profil recherché

### Skills And Experience

- Strong FM Background with a proven ability to understand and interrogate hard service / soft service delivery
- Proven track record of supporting and leading site based teams across multiple service lines
- Ability to work without supervision with the ability to drive positive impacts
- Demonstrate successful contract management and team management
- Proven ability to build and maintain strong vendor relationships
- Experience in financial management and identifying cost savings/avoidance
- Excellent written and oral communication skills, including presentation and negotiation skills
- Ability to manage multiple projects and priorities
- Ability to network at all levels within the organization
- Flexibility and adaptability to changing business requirements is a prerequisite for this role
- Ability to display initiative, confidence and professionalism in all dealings
- Experience within a customer facing environment within technical FM services
- Health & Safety experience
- Must be able to demonstrate flexibility in relation to type of works carried out and availability
- Must be able to speak French and English
- Need to be at least 3 days/a week in our client office in Paris

Contactez-nous, nous vous accompagnerons durant tout le processus de recrutement