

## Senior Facilities Manager

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Company: ISS Facility Services UK

Location: London Area

Category: other-general

Senior Facilities Manager Contract: Professional & Technology Services Location: London Hours of work: 40 Contract Type: Permanent At ISS, we pride ourselves on delivering world-class workplace experiences and essential services that drive efficiency and innovation for our clients. From critical engineering to facilities management, cleaning, catering, and security, we offer a comprehensive range of tailored solutions for customers across various sectors worldwide.

**Job Description** As the Senior Facilities Manager, your role is pivotal in fulfilling ISS's vision of becoming the world's greatest service organisation. In this role, you will encourage your team to deliver exceptional service that aligns with our clients' objectives, particularly within the client contract in London. Here, you'll oversee all aspects of service delivery at the London HQ office, collaborating with ISS local teams, client FM partners, and our direct supply chain to ensure seamless FM operations and customer satisfaction. Join us in driving excellence and making a meaningful impact on the workplace experience for our clients.

**Key Responsibilities** full responsibility for contract delivery to driving excellence in performance, compliance, conformance and continuous improvement in the London HQ and the Leatherhead office with a partnership vision focused on delivering best value to all client stakeholders supporting, implementing and contributing to the strategic goals of the organisation across its real estate platform 'the face' of Facilities Delivery within the office, taking control and ownership of all Facilities related activity, acting as an agent and representative of the client and linking with delivery partners both ISS and 3rd Party to deliver against client needs compliance with Contract Deliverables, Performance, KPIs, Reporting and shared objectives with the client team a thorough knowledge of how the

Office Services function operates and of the supply chain partners' networkThe CompanyISS is a world-leading workplace and facility management company, connecting people and places to make the world work better. Working with customers day by day, side by side, we understand every aspect of the user experience.Through a unique combination of intelligent solutions, high standards and people who care, to help our customers achieve their purpose, whether it's hospitals healing patients, businesses producing the next great innovation, or airports bringing passengers home to their families. ISS is committed to doing business the right way, taking its corporate responsibility very seriously. Our passion is peopleWe offer you a challenging and exciting career in an organisation with people at its heart. In ISS, everyone has the opportunity to develop, grow and make a difference.

#ISSGreatPeople #ISSTalent #PeopleMakePlace ISS is proud to be a diverse and inclusive employer. ISS welcomes all applicants regardless of age, disability, gender identity or gender reassignment, marital or civil partnership status, pregnancy or maternity, race (which includes race, colour, nationality, ethnic or national origin and caste) religion or belief, sex, sexual orientation or educational background Our passion for inclusivity and diversity makes ISS a more creative, productive and happy place to work.If you have any further queries regarding this role, please contact the Resourcing Team by emailing [resourcing.team@uk.issworld.com](mailto:resourcing.team@uk.issworld.com)

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