



Sodexo Ireland



#JOB-2443266



Co. Limerick,



No of positions : 1



Paid Position



39 hours per week



65000.00 Euro Annually



16/04/2026



14/05/2026

How to apply

Application Method :

Please apply to the vacancy by the following means:

URL :

<https://www.sodexojobs.co.uk/jobs/soft-services-manager-in-limerick.13309>



Open your camera app & point here to view this ad online



Soft Services Manager

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

Limerick, Ireland

Salary: €65,000 per annum + Sodexo Benefits

We are seeking an experienced Soft Services Manager to lead the delivery of soft services across the Eli Lilly site in Limerick.

This is a senior leadership role with full responsibility for the performance, quality, and compliance of services including cleaning, GMP cleaning, catering, hospitality, landscaping, and pest control within a highly regulated pharmaceutical environment.

You will act as the single point of contact for all Soft Services operations on site, ensuring service excellence, strong client engagement, regulatory compliance (GMP/GDP), and high performing, engaged teams.

This role is about operational leadership, service quality, and people management — with commercial accountability for a €4m+ contract and a workforce of 48+ colleagues.

Key Responsibilities

Soft Services Leadership

Lead the delivery of all soft FM services across the site, ensuring consistent, high-quality standards

Drive excellence in GMP cleaning and regulated service environments

Ensure catering and hospitality services align with client expectations and compliance standards

Oversee vendor management for pest control, landscaping, and specialist soft services

Client & Contract Management

Act as the primary client interface for all soft services

Lead service reviews, performance meetings, and continuous improvement initiatives

Ensure SLAs and KPIs are consistently met or exceeded

Identify opportunities for service innovation and contract growth

Compliance & Risk Management

Ensure full compliance with GMP/GDP, health & safety, environmental and statutory requirements

Maintain robust risk registers and business continuity plans

Ensure all SOPs and regulatory standards are adhered to across services

Financial & Commercial Accountability

Manage budgets, forecasting, P&L and cost control

Monitor labour productivity and operational efficiencies

Deliver contract targets including margin and service performance metrics

People Leadership

Lead, coach and develop multidisciplinary soft services teams

Drive employee engagement, performance management, and development plans

Promote a culture of safety, collaboration, and continuous improvement

About You

Essential

Proven senior leadership experience within Soft FM or integrated facilities management

Strong background in cleaning and/or GMP-regulated environments (5+ years preferred)

Demonstrable experience managing large, diverse operational teams

Strong commercial and financial acumen including P&L responsibility

Excellent client-facing and stakeholder management skills

Experience operating within a highly regulated pharmaceutical or similar environment

Desirable

Hospitality, Facilities, or Business-related qualification

NEBOSH (or equivalent)

Experience in pharmaceutical or FMCG sectors

Professional FM qualification

- **Sector:** other service activities

Career Level

- Managerial

Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years):** 5

(Desirable)

- **Ability Skills:** Administration, Interpersonal Skills
- **Competency Skills:** Collaboration, Teamwork
- **Specialising In:** nebosh or equivalent