



Sodexo Ireland



#JOB-2476323



Tu Dublin, Grangegorman Lower, Dublin 7,



No of positions : 1



Paid Position



39 hours per week



50000.00-60000.00 Euro Annually



21/10/2026



18/11/2026

## How to apply

### Application Method :

Please apply to the vacancy by the following means:

Address:

<https://www.sodexojobs.co.uk/jobs/operations-and-soft-services-manager-in-tud-grangegorman.21966>



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



## Operations & 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

Are you an experienced Facilities Management professional with a strong background in operational leadership, soft services and commercial performance? Sodexo is looking for an Operations & Soft Services Manager to lead the delivery of integrated facilities services across our high-profile Grangegorman PPP contract in Dublin.

This is an exciting opportunity for a hands-on leader who can manage a large, multidisciplinary team, build strong client relationships and drive service excellence across a busy third-level education environment.

### Key Responsibilities

Lead, motivate and develop a team of approximately 50 employees, including managers, supervisors and frontline staff.

Oversee the delivery of hard and soft Facilities Management services, ensuring contractual compliance and consistently high service standards.

Manage cleaning, security, grounds maintenance, waste management, caretaking and associated support services.

Coordinate planned preventative maintenance (PPM) and reactive maintenance activities alongside service partners and specialist contractors.

Act as the key operational contact for the client, building strong relationships through proactive communication and effective stakeholder management.

Monitor contractual KPIs and SLAs, driving continuous improvement and ensuring service delivery meets agreed expectations.

Support budget management, forecasting and financial reporting, controlling labour, supplier and consumable costs.

Identify opportunities to improve operational efficiency, introduce innovative solutions and enhance the value delivered to the client.

Manage subcontractors and supply chain partners, ensuring safe, compliant and cost-effective

service delivery.

Lead health and safety initiatives, audits, inspections and compliance activities, ensuring corrective actions are completed promptly.

Oversee recruitment, training, performance management, employee engagement and development.

Maintain accurate operational and compliance records using CAFM systems, Safeguard, SEMS and relevant auditing platforms.

#### What We're Looking For

Proven experience managing large-scale Facilities Management contracts encompassing both hard and soft services.

Strong leadership and people management skills, with experience developing and motivating high-performing teams.

Commercial awareness and experience managing budgets, cost control and financial performance.

Excellent client relationship, communication, negotiation and stakeholder management skills.

A strong understanding of health and safety legislation, statutory compliance and quality management systems.

Experience monitoring KPIs, managing SLAs, conducting audits and driving continuous improvement.

Good IT skills, including experience with CAFM systems, auditing platforms and Microsoft Office.

The ability to manage competing priorities, resolve operational challenges and deliver results in a demanding environment.

- **Sector:** professional, scientific and technical activities

#### Career Level

- Experienced [Non-Managerial]

#### Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years):** 1
- **Minimum Qualification:** Level 6 (incl Higher Advanced Certificate & National Craft Certificate)

(Desirable)

- **Ability Skills:** Administration, Interpersonal Skills
- **Competency Skills:** Collaboration, Teamwork