

JOB DESCRIPTION



JOB TITLE	Area Director
DATE	Aug 2026
DIVISION	Public FM
SITE / OFFICE	
REPORTS TO	

ROLE OVERVIEW

As an Area Director, you will play a pivotal role in leading the overall success of a portfolio of healthcare facilities management contracts. You will build strong client relationships, drive service excellence across multiple service lines such as cleaning, catering, security and support services, identify opportunities for growth and innovation, and consistently exceed client expectations.

This role requires strong communication and stakeholder management skills, financial management and budget control, knowledge of soft services delivery standards and compliance requirements, and a proactive, solutions-focused approach. Experience within healthcare environments, including PFI contracts, would be advantageous but is not essential.

KEY TASKS & RESPONSIBILITIES

- Overall accountability for contract P&L and commercial performance.
- Ensure delivery of high-quality soft services in line with KPIs, SLAs and contractual obligations.
- Drive service excellence and continuous improvement across cleaning, catering, security and associated services.
- Lead and embed a strong one-team culture, promoting collaboration and best practice across all service lines.
- Provide effective leadership, coaching and performance management of operational teams, including succession planning and talent development.
- Ensure full compliance with health and safety, food safety (where applicable), safeguarding requirements and industry regulations.
- Lead risk management and service continuity planning across all areas of delivery.
- Identify and implement efficiencies, cost savings and service enhancements.
- Act as the senior point of contact for clients, managing relationships, contract performance reviews and change management.
- Lead financial planning, budgeting and regular performance reviews.
- Ensure clear and timely escalation of risks that may impact service delivery, contractual performance or reputation.

Key Improvements:

- Removes the requirement for direct PFI experience.
- Broadens the candidate pool to senior FM leaders from healthcare, public sector, local authority, education, defence and other regulated sectors.
- Keeps healthcare relevant to the role.
- Makes healthcare/PFI experience a clear advantage without being a barrier to entry.

QUALIFICATIONS, SKILLS & EXPERIENCE

- Right to work in the UK
- Relevant academic or professional qualification.
- Significant leadership experience within Facilities Management, Soft Services or multi-service operational environments.
- Proven experience managing contract P&L and commercial performance.
- Experience managing large, complex service contracts in regulated or customer-focused environments.
- Strong operational leadership and stakeholder management experience.
- IOSH Managing Safely (minimum); NEBOSH desirable.
- Strong understanding of health and safety, COSHH, food safety (where applicable) and service compliance standards.
- Experience managing and developing large, multi-site teams.
- Experience working with and managing supply chain partners.
- Highly motivated with a track record of driving operational improvement and service innovation.
- Excellent communication, presentation and report-writing skills.
- Strong IT skills, including Excel.

Desirable:

- Experience managing healthcare facilities management contracts.
- Experience working within NHS, healthcare, public sector or PFI environments.
- Knowledge of healthcare compliance standards, patient-focused service delivery and regulated operational environments.
- Experience leading multi-service FM contracts across multiple locations.

EXPERIENCE WORKING WITHIN FACILITIES MANAGEMENT (FM), HEALTHCARE, EDUCATION OR CONTRACT CATERING ENVIRONMENTS WORKING ARRANGEMENTS

This position will be based at <site/location>, working <shift pattern / hours>.

ACCEPTANCE OF ROLE

Revisions:

The Company reserves the right to alter these responsibilities and you will be advised of any changes through the normal method of communication.

AGREEMENT:

I confirm that I have read and agree with the responsibilities specified within the Key Tasks and Responsibilities Section of this job description

Name:

(Job Holder)

Signature:

Date:

Name:

(Line Manager)

Signature:

Date: