

Service Improvement Manager
TriBorough Total Facilities Management, Corporate Property

Job Outline

Working within the Intelligent Client Function that manages and monitors the Tri Borough TFM contract and responsible for the prime stakeholder engagement and communications process, with overall responsibility for customer orientated performance management, developing and maintaining productive relationships with customers/building users/ directorates and representatives of the TFM supplier, working closely with the supplier to ensure customer expectations are properly managed, encouraging and collecting customer feedback and identifying opportunities for service delivery improvement.

Staff Directly Managed: 2

Budgetary Responsibility: £tbc