

Job Description: Assistant Manager

Function:	Energy & Resources
Position:	Assistant Manager
Job holder:	
Date (in job since):	
Immediate manager:	General Services Manager
Position location:	Sella Ness Accommodation

1. Purpose of the Job – state concisely the aim of the job.

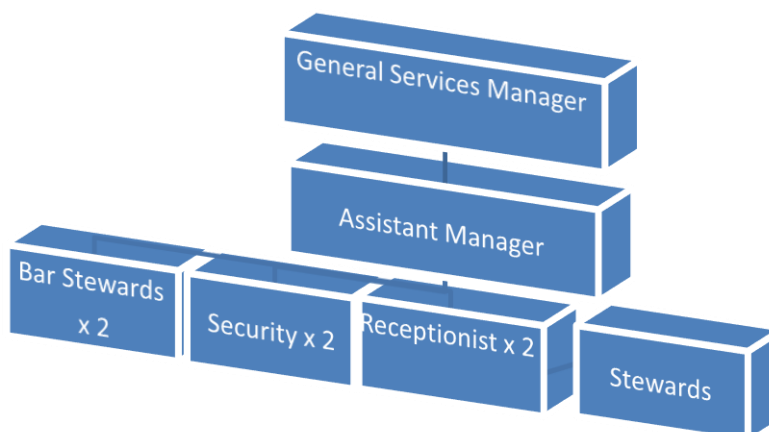
To Support as a point of contact for Sodexo on site to manage and support all soft services to the agreed specification and to the agreed performance, qualitative and financial targets as laid out in the contract.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Characteristics:

- Cleaning services team x 20, Security team x 2, Receptionist x 2, Bar x 2

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practice that are to be adhered to.

- Delivery of a consistent level of service, within the Company's standards, to the contract specification and agreed performance, qualitative and financial targets.
- Compliance to company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
- Dealing effectively and safely with all service requests and incidents within the range of competence, training and experience as required and by out of hours response where necessary.
- People Management.
- Support General Manager with Financial Management of the core accounts, ensuring all invoices are paid on-time and that the spend is controlled within the budgets.
- Ensure the standards across the sites are in accordance with the Service Level Agreements and Key Performance Indicators specified in the service contract.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

Operations

- Responsible for work allocation to the cleaning and security teams, keeping within the specified detail of the contract, the financial budget and working principles.
- To organize and oversee cleaning, security, and catering operations within the company. Manage personnel under your command ensuring the required work complies with Sodexo's & client standards and procedures.
- To organize and oversee subcontractors within the company.
- Manage all aspects for the effective delivery of the cleaning Services Help Desk to the site.
- Comply with all Company & Client policies, site rules and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your workplace and training of staff.
- Full working knowledge of the areas in the building which are covered by the services run by Sodexo.
- Ensure that excellent levels of service are being delivered across the site(s) in accordance with the Service Level Agreements and Key Performance Indicators specified in the service contract.
- Developing, individual, cleaning work schedules, ensuring that the daily weekly and periodic cleaning tasks are carried out to a high standard and meet the contracted standards detailed in the KPI's/ SLA's.
- Ensure that all equipment used, is in safe working order, checked regularly and serviced. Report any faults to management/client, ensure they are rectified and ensure equipment is not used until safe.
- Ensure that all equipment, stock, and the overall establishment, is always safe and secure.
- Liaise with client representatives and promptly deal with any client issues or complaints
- Attend to and take all necessary action, statutory or otherwise, in the event of incidents or accident, fire, theft, loss, damage, or other irregularities and take such action as may be appropriate.
- Comply with all Sodexo Company policies/procedures and client site rules and regulations.
- Ensure all company documentation is completed correctly and is compliant
- Attend client meetings, become actively involved in site procedures, suggest improvements, and provide feedback to clients
- Undertake unit audits including cleaning, security, and cleaning audits
- To deputise in periods of absence of the General Services Manager
- Carry out other reasonable tasks as directed by management
- Assist with the development of the spatial planning project for seating arrangements on site
- Cover in other areas during periods of holidays and sickness when requested

Finance

- Ensure that all costs and expenditure are within the budgeted levels agreed between the Client and Sodexo. Control all costs such as labour, expenses, cash purchases as agreed with your line manager
- Ensure that the Company's accountancy documentation and administration procedures are carried out to the Sodexo Way Compliance Standards and that the necessary weekly & monthly returns are completed accurately and transmitted at the appointed time or dispatched manually.
- Maintain levels of stock, cash, local credit and debt outstanding to the agreed establishment targets.

- Submit regular reports on the company's payroll system, highlighting any irregularities.

People

- Administer the payroll for establishment staff and maintain personnel records to comply with statutory regulations and Company policy.
- Recruit, manage, induct, train, motivate and appraise staff to promote good employee relations and operate within Company procedures, legislation, and the Investors in People standards. (Staff appraisals to be conducted at least annually). Maintain training records for all staff, ensuring that individual needs are recognised and met either through on or off job training.
- Ensure that all Sodexo employees project a positive, approachable, friendly, and professional image.
- Comply with the procedures as laid down within the HR People Policies or as advised by the Human Resources Advisor.
- Ensure any HR queries or disputes are dealt with in a timely fashion.
- Hold regular team meetings to aid communications using the Company Team Brief format.
- To attend an annual PDR with your Line Manager and to agree and take ownership of your training and development needs.
- Attend Company Training Courses and District Meetings as requested.
- Plan and control holidays within the operation to 'self-cover' where practicable.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organisation; they should focus on end results, not duties or activities.

- To support the GSM for all day-to-day aspects relating to the management and maintenance of the service requirements within the contract, to the agreed performance, qualitative and financial targets.
- To actively support relevant statutory, company and site H&S compliance together with the monitoring of related equipment
- To be responsible for scheduling of work within the specified details of the contract to include effective Human Resource administrative tasks.
- To motivate and lead employees to perform their roles to a high standard and in alignment to Sodexo policies and procedures

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively.

Essential

Proven experience in facilities operations and people management.

- Learning towards a good understanding of budget management and administrative tasks.
- Ability to manage multiple priorities with a hands-on, practical attitude.
- Excellent attention to detail.
- Ability to work on own initiative as well as part of a team.
- Excellent interpersonal, customer service & communication skills.
- Experience of working within a standards/compliance environment.
- Experienced in adhering to and driving company initiatives.
- Excellent use of the English language (written and spoken).
- Computer literacy to include Microsoft applications.
- Understanding of business terminology.

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires.

Growth, Client & Customer Satisfaction, Quality of Services Provided	Rigorous Management of Results
Leadership and People Management	Innovation and Change
Brand Notoriety	Commercial Awareness
Business Consulting	Employee Engagement
Impact and Influence	Creative Problem Solving
Quality Focus	Organisation and Planning

9. Management Approval – To be completed by document owner.

Version	1
Date	25/03/2024
Document Owner	Debbie Booth

10. Employee Approval – To be completed by employee.

This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be always required to perform any other reasonable task, as requested by the Line Manager to meet the operational needs of the business.

I can confirm I have read the full content of my job description and understand the requirements of this role:

Employee Signature	
Date	