project delivery and communication manager

Job Description:

System Implementation Manager (Ireland)

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| Function: | Sodexo Corporate Services (Ireland) |
| Job:  | System Implementation Manager (Ireland) |
| Position:  | Regional Digital Experience Manager |
| Job holder: | New Role |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Deployment & Transformation Director  |
| Additional reporting line to: | Regional Account Directors Ireland |
| Position location: | Regional - IRE, Travel is required within Island of Ireland visiting contracts and will also require travel to the UK periodically |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To be a dynamic leader who can support Sodexo teams by deploying key systems and technology to support the Corporate Services clients in Ireland.
* Be the lynch-pin for operations in ensuring that systems, technology and key enablers are stabilized and embedded within contracts
* To act as project manager taking ownership on roll out and support of a number of new and existing business initiatives.
* Lead creation of strategy documents – fact bases, strategic plans, ambition, and objectives – on behalf of the IOI business for new projects.
* Liaise with the IOI business to ensure implementation targets are on track for new initiatives/Projects.
* Work with colleagues in the Business to translate strategy plans to deliver on targets and profitable growth
* Track and monitor the implementation of agreed strategic initiatives for the region (including transformation projects), proposing and driving actions to ensure successful delivery.
* A highly operationally focused role, building relationships with multiple internal stakeholders, as well as service partners/subcontractors and Sodexo Subject Matter Experts and transversal functions.
* Identify risks regarding changes and support with the segment deployment strategy with both clients and operational leadership.
* To be part of the UK Professional Family by contributing best practice, innovation, and compliance standards
* To make a positive impact on our LTIR by ensuring all safe systems of work are implemented, ensuring teams have the right equipment to complete their jobs and by promoting company values.
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| 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. |
| Revenue FY23: |  | EBIT growth: | €161m | Growth type: | New business | Outsourcing rate: | n/a | Region Workforce |  |
| EBIT margin: | 11% |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | Yes |
| Cash conversion: | tbc |
| Characteristics  | * The ability to deploy systems and technology into new businesses.
* To train colleagues, stabilise and communicate change in a methodical and pragmatic manner
* To demonstrate a combination of strong technical skills and a dedication to solving complex organisational challenges
* Be cognisant of sales and retention pipeline by working closely with sales, Account Directors and the Deployment & Transformation Director
* Thrive in a fast-paced environment with rapidly changing priorities
* A self-driven leader who wants to enhance colleague and client deployment experiences. You must foster a culture of trust, teamwork, and continued improvement both personally and professionally.
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| 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. |
| Ire Regional Account Director  |

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| **4. Context and main issues** – Describe the most difficult types of problems the job holder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Embedding technology and systems for our operational teams
* Lead, promote, advocate and train key systems that enables the effective use of 4Site data.
* Ensuring both internal and external communication are clear, accurate and concise.
* Collaboratively working with a variety of stakeholders with differing needs and capabilities
* Managing internal departments to ensure all project requirements are met and exceeded within agreed timeframes and budgets.
* Promoting use of systems to ensure we achieve our segment compliance targets.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Work directly with operations on site and support teams offsite to keep track of their evolving requirements.
* Be able to report on progress with deployment activity.
* Work cross functionally with senior leadership to deliver results.
* Support and coordinate mobilisations for new business within the Island of Ireland region.
* Be conversant with all systems/technology whilst being able to break down data.
* Assist the business with the deployment of new initiatives through effective communication and status tracking and project management.
* Support to the BD team, country food director and regional marketing campaigns with meaningful deployment statistics, clear and accurate collateral
* Convey business, technical and people escalations in a clam, methodical and empathetic manner.
* Ongoing, proactive learning, including incorporating and sharing new knowledge and skills.
* Design, own and oversee the digital activation strategy.
* Continually look for opportunities to improve products, processes, and customer experience.
* Pro-actively develop and build client and customer relationships.
* To actively work with other peers and colleagues and as part of the senior account leadership team
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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Translating data into actionable insights to improve the overall employee experience.
* Ensuring Sodexo’s values are understood by client, stakeholders, consumers and Sodexo teams across the contract.
* Support the execution of the in-year strategic plan by rolling out of business systems for the region .
* Successful roll out of business systems in line with Sodexo processes within allocated timeframes set by the Deployment and Transformation Director.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Essential*** Ability to:
	+ Discuss Business Objectives, Business Outcomes with the operational leadership team.
	+ Formulate and communicate meaningful, accurate and compelling communications using Microsoft packages.
	+ Present topics in a clear and concise manner to many levels of technical skill sets/ audience sizes
	+ Communicate highly technical information clearly and concisely to peers verbally, in written communications and learning and training situations.
	+ Create clarity for the business and customers during times of ambiguity and uncertainty.
	+ Leverage data and analytics to inform recommendations or decisions.
	+ Escalate with calmness, by providing clear and accurate risks and issues.
	+ Be resilient and create clarity of thought under pressure.
	+ Work in a fast paced, changing (and sometimes trying) environment.
* Strong business and financial acumen and executive presence.
* Flexibility and capability to function in a high speed environment.
* Strong collaboration skills, preferably with experience across matrixed organizations.
* An understanding of project management practices.
* Excellent communication skills both written and verbally.
* Good judgment and decision-making skills.
* Operate with transparency, integrity and respect that reflects a positive attitude.

**Minimum Qualifications** * Acumen with managing multiple projects at any one time.
* Experience of implementing digital solutions in food and IFM service environments
* Possess in-depth knowledge of IFM, both back/front of house

**Other relevant information** * To attend meetings and training courses as requested
* Willingness to travel and work the necessary hours to deliver the outputs of the role.
* Travel is required within Ireland and periodic travel to the UK to help with delivery of the strategy however, where we are able, we greatly promote the use of the video conferencing where appropriate.
* 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 required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction
 | * Leadership & People Management
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| * Planning and Organising
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * Learning & Development
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| * Employee Engagement
 | * Rigorous Management of Results
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| * Industry Acumen
 | * Analysis and Decision Making
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| 9. Management Approval – To be completed by document owner |
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| Version | 1 | Date: 20 November 2023 |  |
| Document Owner | Matthew Williamson  |

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| 10. Employee Approval – To be completed by employee |
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| Job holder’s signature  |   |  |  |  |

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