

Job Description: Operations Manager



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| Function: | Operations |
| Position: | Operations Manager |
| Job holder: | |
| Date (in job since): | |
| Immediate manager (N+1 Job title and name): | Senior Operations Manager |
| Additional reporting line to: | Account Manager |
| Position location: | Cambridge (Science Sites) |

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

- To manage and control the services of full IFM for the client to the agreed specification and to the agreed performance, qualitative and financial targets
- To lead the operating areas and the teams to ensure delivery against Key Performance Indicators
- To provide direction and expertise to the operating area by promoting Sodexo strategies and best business practices in order to uphold the Company mission and values
- To deliver an ethos that promotes IFM with value focused on the customer and service to support
- Motivate and lead high performing teams to achieve their objectives
- To actively manage within the AZ South portfolio, providing support and guidance to Customer Service Managers ensuring a high level of services provided to the client

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.

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|-----------------------------------|--------------------|-----|---------------------|-----------------------------|-----|------------------|-----|
| Revenue FY19: | EBIT growth: | tbc | Growth type: n/a | Outsourcing rate: | n/a | Region Workforce | n/a |
| | EBIT margin: | tbc | | | | | |
| | Net income growth: | tbc | | Outsourcing growth rate: | n/a | HR in Region | n/a |
| | Cash conversion: | tbc | | | | | |
| Characteristics ▪ Add point | | | | | | | |

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, practices that are to be adhered to.

- To ensure that the Company's accountancy documentation and administration procedures are carried out to Sodexo's Compliance Standards
- Accountability of costs and expenditure keeping within the budgeted levels agreed between client and Sodexo. Costs such as expenses and cash purchases as agreed with client
- Maintain levels of stock and cash to the agreed establishment targets
- Achieve agreed Sodexo budgets to include profitability, debt management, purchasing disciplines and other specified financial targets
- Obtain prior approval for expenditure to be committed on behalf of client that falls outside the agreed delegated powers
- Ensure the prompt provision and efficient delivery of all services at the specified time to the standards laid down in the contract KPI's
- Comply with all relevant sections of the Quality Manual and to complete routine audits at required frequency. To be proactive with services
- Comply with all Sodexo & client policies, site rules and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH
- Ensure that all equipment, property monies and the overall establishment, is safe and secure at all times
- Ensure that all Sodexo employees project a positive, approachable, friendly and professional image
- Comply with the procedures as laid down within the Sodexo HR Manual or as advised by the Human Resources Manager
- To identify Talent within areas of responsibility and to build robust succession plans to prepare for the future stability of the areas of responsibility
- Ensure daily huddles and weekly team briefing meetings take place using the teamboard communication format SQCDP
- Maintain excellent client relationships and communication

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

- Comply with Sodexo and statutory regulations relating to Safe Systems of Work, health & safety, hygiene, cleanliness, fire and COSHH.
- To lead multiple teams in delivering a consistent level of service, within Sodexo's standards, to the contract specification and agreed performance, qualitative and financial targets.
- Ensure clear communication between AZ Supply Partners, AZ FM and Sodexo

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.

- Comply with Sodexo and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
- To deliver a consistent level of service, within Sodexo's standards, to the contract specification and agreed performance, qualitative and financial targets.
- Engaged and customer focused IFM delivery
- To lead highly motivated and engaged teams focusing on Engagement, Talent and Succession Plans

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

- IOSH Certificate in Managing Safely
- Demonstrable evidence of the required manager behaviors
- Proven experience of successfully managing and delivering budgets
- Highly experienced manager with proven experience of leading and developing motivated and engaged teams
- High level of practical knowledge of relevant employment, hygiene, Health and Safety and general legislative requirements
- Competency in Sodexo accountancy systems and processes
- Excellent communication skills and customer service experience

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 / Quality of Services provided | ▪ Leadership & People Management |
| ▪ Rigorous management of results | ▪ Innovation and Change |
| ▪ Brand Notoriety | |
| ▪ Commercial Awareness | |
| ▪ Employee Engagement | |
| ▪ Learning & Development | |

9. Management Approval – To be completed by document owner

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| Version | 2 | Date | 21 Feb 2019 |
| Document Owner | Julie Jackson | | |

10. Employee Approval – To be completed by employee

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| Employee Name | | Date | |
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