

# Job Description: Assistant Manager



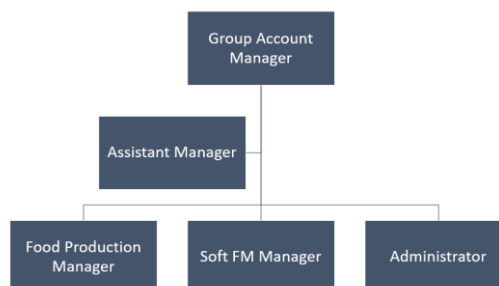
Function:	Corporate Services
Position:	<b>Assistant Manager</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Group Account Manager
Additional reporting line to:	Account Manager
Position location:	Chivas Group Various Locations - Chivas Kilmalid (Base Site)

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

- To assist with **the growth, client, and customer satisfaction**
  - *Business Insight* – applies knowledge of the business and the marketplace to advance the organisation's goals
  - *Collaborates* – building partnerships and working collaboratively with others to meet shared objectives
  - *Customer focus* – building strong customer relationship and delivering customer-centric solutions.
  - *Cultivates innovation* – Creating new and better ways for the organisation to be successful
- To assist with the **rigorous management of results**
  - *Drives results* – consistently achieve results, even under tough circumstance
  - *Optimises work processes* – knows the most effective and efficient process to get things done, with focus on continuous improvement
  - *Decision quality* – makes good and timely decisions that keep the organisation moving forward
- To assist with the **leadership and people management**
  - *Builds effective teams* – building strong-identity teams that apply their diverse skills and perspective to achieve common goals
  - *Develops Talent* - Developing people to meet both their career goals and the organisational goals
  - *Resourcefulness* – securing and deploying resources effectively and efficiently
- To ensure the completion of statutory requirements, company policies and procedures to create a **safe working environment (Zero Harm culture)**
  - *Ensures accountability* – holding oneself and others accountable for meeting commitments
  - *Being resilient* – rebounding from setbacks and adversity when facing difficult situations

## 2. Organisation cart – 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.

### CURRENT ORGANISATION STRUCTURE



**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.

- Ensuring effective relationships on site to delivery of scope of services, ensuring Client and customer satisfaction and achievement of KPI's across multiple services and sites
- Time management, managing multiple projects and priorities concurrently
- The effective utilisation of all relevant Company systems in support efficient service delivery
- Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
- Ensuring that the Company's, the clients and statutory regulations regarding hygiene food safety, health, safety, and the environment are complied with.

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

- **Growth, client, and customer satisfaction**
  - *Business Insight* – applies knowledge of the business and the marketplace to advance the organisation's goals
    - Have a strong understanding of all service offers contained within the client contract
  - *Collaborates* – building partnerships and working collaboratively with others to meet shared objectives
    - Contribute and attend regular contract performance review meetings with the client
    - Utilise the Web of Influence to develop relationships with multiple tiers within the client organisation
  - *Customer focus* – building strong customer relationship and delivering customer-centric solutions.
    - Develop strong working relationships with on-site client(s) and Agents and operate proactively in line with the Clients for Life Philosophy to enhance client retention and customer satisfaction, gain referrals for new business and attract new clients and customers
  - *Cultivates innovation* – Creating new and better ways for the organisation to be successful
    - Support the Group Account Manager (or equivalent) in the delivery of new services or projects
    - Effectively contributes to the growth of services through evaluation, review, and recommendations for additional scope of work and services to the client
    - Sell additional services and increase revenue growth of the contract through integration, innovation, and efficiencies within the full Sodexo portfolio.
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- **Rigorous management of results**
  - *Drives results* – consistently achieve results, even under tough circumstance
    - Ensure the contract operates within the commercial and legal terms and conditions of the contract and deliver to the SLA(s) and standards required
    - Ensure client and customer monthly billing and invoicing is carried out correctly and traded via E-prophit or associated systems in a timely manner (i.e. weekly/monthly)
    - Process payroll in a timely manner and within company policy
    - Carry out a regular service audits and perform activities detailed in the service offer specification under Key Performance Indicators to frequency and level required
  - *Optimises work processes* – knows the most effective and efficient process to get things done, with focus on continuous improvement
    - Liaise with other departments to ensure the right technology, systems & IT equipment is installed and fully utilised. Resolving any issues with technology in a timely manner
  - *Decision quality* – makes good and timely decisions that keep the organisation moving forward
    - Interpret financial reports to influence local decisions and improve performance
- **Leadership and people management**
  - *Builds effective teams* – building strong-identity teams that apply their diverse skills and perspective to achieve common goals
    - Recruit, induct, motivate, manage, train and develop all employees following Sodexo HR policy and guidelines
  - *Develops Talent* - Developing people to meet both their career goals and the organisational goals
    - Manage employees using the Sodexo performance review processes, talent development and succession planning.
    - Role model the focus on five behaviours to improve engagement, enhance performance and retain Investors in People accreditation
  - *Resourcefulness* – securing and deploying resources effectively and efficiently

- Manage labour in line with RAP (Resource Allocation Planners), site budgets and additional requests
- Plan and prioritise workload and tasks effectively for self and others to minimise reactivity, maintain a work life balance and ensure the right number and calibre of personnel are allocated to logistics tasks
- Carry out operational shifts and support other areas of the business as required
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- **Safe working environment (Zero Harm culture)**
  - *Ensures accountability* – holding oneself and others accountable for meeting commitments
    - To ensure that all statutory regulations and Sodexo policies concerning the employees and casual workers are adhered to
    - Have a broad understanding of all Sodexo risk, reporting and governance processes; ensuring compliance with all Sodexo, client and on-site policies and procedures/systems and statutory regulations and ensure that licences and qualifications are met and retained, and consequences managed appropriately
    - Ensure that health and safety is given the number one priority by delivering all administration in advance of and during logistical operations. Lead where appropriate, and take part in management and employee briefings to deliver safety information to include Food Safety, Health and Safety, Fire Safety, First Aid and any statutory, client or venue specific safety requirements
    - Implement, maintain and communicate to employees the client, and Sodexo standards and statutory regulations relating to safe systems of work, health and safety, food hygiene and Company Quality Management system in order to ensure compliance
    - Ensure the unit has a training and development plan to ensure that employees receive the necessary legislative training, on job training and career development activities to aid succession planning which are planned and recorded
  - *Being resilient* – rebounding from setbacks and adversity when facing difficult situations
    - Ensure the risk register is completed and business continuity plans are up to date and can be implemented when needed
    - Implement any actions arising from the risk register and drive continuous improvement

## 6. Accountabilities

- Compliant **delivery and performance of contracted services** as measured through performance management systems and monthly management information reports
- Clients perceive and demonstrate **satisfaction with services delivered** and the contract performance through KPI's
- Business is **achieving financial objectives** (profit and cost controls) in line with unit budget and business plans and delivering on-site services to the standards/SLA(s) in the contract.
- **Client and customer monthly billing and invoicing** is carried out correctly and traded via E-prophit or associated systems in a timely manner
- **Financial dashboards are being kept up to date**, purchase orders raised and authorised appropriately, and business traded in correct period.
- **High performing on-site team**, demonstrated through the effective employee engagement, learning & development, Aspire talent processes, wellbeing and diversity, equity, and inclusion
- **Manage, control, and review the contract delivery and client risks** to meet HSE legislative compliance, Client and Sodexo policies and procedures

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

- Previous experience of operational management in a similar environment and a contract of a similar size and scope of services
- People management experience – especially large teams operating across different shifts and services
- Ability to interpret and utilise financial and commercial information
- Excellent communication skills at all levels
- Achieve set, standards and operate to performance criteria; for example health and safety, hygiene
- Manage multiple workloads and shifting priorities
- Proven ability to work in a partnership and collaborative way with other service providers
- Positive approach to learning in role and identifying own training needs as appropriate

- Self-motivated and able to work on own initiative within a team environment
- IOSH qualification
- Experience of delivering training

**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   | ■ Employee Engagement            |
| ■ Commercial Awareness  | ■ Learning & Development         |

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

Version	CBL V1	Date	Apr 22
Document Owner			

**10. Employee Approval** – To be completed by employee

Employee Name		Date	
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