

Job Description: General Services Manager



Function:	Corporate Services
Job:	General Services Manager
Position:	
Job holder:	
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	Account Manager
Additional reporting line to:	
Position location:	Buxton

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

- Oversee the catering operation to a high standard in line with the SLA.
- Act as a point of contact for service managers
- To work as part of a team ensuring high standards service delivery, customer satisfaction and contract retention.
- Drive Service excellence throughout the onsite teams.
- Maximise customer satisfaction and help maintain a good working relationship with the site client representatives and customers.
- To effectively manage and develop, undertake appropriate training, and staff development.
- To initiate food safety, H&S policies, processes, and procedures and ensure that all staff reporting to the function understand these, are trained in them, and apply these procedures at all times.
- To comply with Sodexo procedures, Health and safety and all legislative requirements.
- Adhere to the site compliance and Audit process and procedures
- Check with teams daily that all work is being carried out satisfactorily and in accordance with work schedules and to the standards required.
- Manage the site security team in line with Sodexo and site procedures.
- Work with cleaning manager ensuring the operational aspects of the service is adequately covered.
- Report on all security matters and ensure incidents are reported and appropriate follow up actions are implemented.
- Client and stakeholder liaison regarding security procedures and ensure policies are followed.
- Responsible for the manpower planning on security shift patterns, including shift rota patterns.
- Manage the quality and hygiene of food from delivery through to service (HACCP)
- Driving sales, review tariffs, review costings in-line with agreed margin for the site
- Report all accidents and near misses as per company policy
- To control and monitor the financial performance of the unit and to maintain costs within pre-budgeted targets. To regularly review pricing structure and implement adjustments to ensure margins are maintained.
- To be responsible for ordering materials, managing invoices, effective stock control mechanisms and collection of income in accordance with Sodexo policy.
- To reconcile income and expenditure monthly Account Managers and to control financial performance

- To be resilient and able to establish and maintain satisfactory relationships with all stakeholders internal and external within the Client organisation
- To ensure all current legislative requirements are met and appropriate systems are in place.
- Responsible for determining and delivering remedial action where the satisfaction level has not achieved target.
- To recruit appropriate staff as required and ensure that contracts offered, and deployment of staff meets operational needs. The post holder also ensures that all staff receives an appropriate induction and is responsible for all elements of their training including coaching.

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.

3. Organization chart – Indicate schematically the position of the job within the organization. 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.

- Ensure the “service” at point of delivery in all your business is exceeding the standards required and the customer is receiving the best quality service at all times of the day and that the contract is meeting the client objectives in relation to finance and operational KPI’s
- Understand the services that Sodexo offers, and the end-to-end process of Sodexo’s operating systems/procedures involved in delivering the services to our client and be able to speak about these services to your clients.
- Ensure the highest standards are achieved as required by the contract specification by “walking the services provided” on a regular basis
- Effectively communicate with your team on a formal and structured basis to ensure that information is cascaded, and support is given to them to enable the implementation of new initiatives to meet the Go for Growth Strategy
- Review that all opportunities to drive Sodexo revenue and labour productivity are being implemented in your business.
- Liaise with the customers personally through your management team to ensure that the service offering is meeting and exceeding their expectations using Company tools i.e., customer feedback surveys/needs profiling
- Act when there are failures in compliance or initiatives and investigate the reasons behind these and address to build and develop performance
- Hands on approach to all services as needed.
- Check and review all audits e.g. Safegard, SIA,/ Secure, Food service and cleaning, Unit Business Health Checks & Action Plans ensuring completion within the agreed timescales and ensure that actions are delivered against the relevant procedures
- Complete regular audits of your accounts, reviewing actual operating procedures against the specifications and monitor compliance in accordance with company & policy standards.

- Network accordingly to gain subject knowledge by attending monthly GSM meetings, training, and site visits.
- Hold your team accountable for delivering on established key objectives if objectives are not met performance management procedures to be followed.
- Employees have a comprehensive induction which includes the Company induction and on job training
- Set targets & objectives with your team on a regular basis and review these in line with the Performance Development Review process
- Conduct a formal review monthly to review all aspects of business & personal performance to include, but not limited to, sales, business development, identification of issues & resolution of those issues, their personal development and succession plans.
- Complete an annual Performance Development Review and review 6 monthly with all staff
- Coach & mentor, your team
- Adopt a Consequence Management approach, reward & praise as necessary, but deal with under performance and non-compliance in a structured manner following Sodexo HR procedures, keeping HR and Account Manager informed. Set action plans and review these.
- Support the L&D programmes and be a stakeholder in the development activities
- Be responsible for your own development and ensure that you raise areas of learning and development that you would benefit from to enhance your role and aid your progression.
- Develop and get the most out of on your team's ability by ensuring they are continually being developed and are nominated for learning & development activities

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

Coordinate and direct all activities within the assigned area.

- Manage and control the services to the agreed specification and to the agreed performance, qualitative and financial targets.
- Manage a team to increase the Client and Sodexo's revenue opportunities i.e., cash sales, labour efficiency and generate the GOP expected at each account across the portfolio of business
- Nurture client relationships to stabilise & develop them for long term partnerships
- Recruit, induct and develop talented employees within the business portfolio and to actively manage poor performance.
- Identify opportunities for organic growth and new business, on site and throughout the account
- Management of Health, Safety and Environmental Legislation relating to the building portfolio ensuring the statutory requirements are met and all records maintained
- Drive the safe behaviour message through the teams using the tools avail focusing on Zero accidents
- Responsible for driving continuous improvement through all accounts
- Manage Service Champion visits and maximise support available from the Service Champions

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.

- P&L reports
- Labour productivity management
- Client satisfaction
- Client Retention
- Business Plan actions
- Business Growth & Development
- Unit audit scores

- People Management
- Internal compliance standards
- Health & Safety Compliance and Safe behaviours

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

- Proven experience of developing profitable relationships for multisite contracts
- Knowledge and experience of Facility management is highly desirable
- Experienced in leading company initiatives and change management processes
- Experience in identifying and selling new business
- Strong communication, and negotiation skills
- Excellent client relationship management
- Experience working in a regulatory & compliant environment
- Good knowledge of Microsoft Office and associated programmes
- H&S Qualification – IOSH Food safety level 3

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

■ Finance	<ul style="list-style-type: none"> ➤ Complete the Unit / Sodexo budgets and forecasts. ➤ Protect the company's profit by delivering your Sodexo budget each month. ➤ Generate the billing and maintain high quality records. ➤ Ensure cash, stock, debt and assets are properly controlled
■ Staff	<ul style="list-style-type: none"> ➤ Select, recruit, and induct the right team. ➤ Develop your people and ensure succession planning. ➤ Measure the performance of your people by giving feedback and reviewing and completing appraisals. ➤ Communicate regularly – monthly face to face team briefing/meetings.
Other	<ul style="list-style-type: none"> ➤ Ensure your team deliver your operation to the service standards agreed in the contract with your client. ➤ Attend monthly formal review with the client and Quarterly Reviews. ➤ Implement Clients for Life processes in your unit. ➤ Identify opportunities and raise them with your Account Manager and Business Development team. ➤ Be proactive in overcoming barriers to success. ➤ Provide feedback on how we can improve our performance

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			