

Job Description: Events and Facilities Supervisor

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| Function:  | Corporate Services |
| Position:  | Facilities Coordinator/Chef Manager  |
| Job holder:  |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Facilities Manager |
| Additional reporting line to: | N/A |
| Position location:  | Johnson & Johnson Pinewood |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| To monitor and ensure delivery of all services on site in accordance with, Company, contractual and unit requirements, whilst meeting pre-set company budgets and profit margins. Services include Catering, Cleaning, Security and Handyman operations. To Directly Manage and deliver events operations to the expected service level. To motivate colleagues and assist with skill development as directed by the FM. To support operational managers at Unit and Contract level ensuring compliance to all Legal, Client, Health and Safety and Food Safety standards. Ensure H&S compliance of all service line. To maintain and manage effective communication between the client and HOD’s. |
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| 2. 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. |
| Food Service TeamFacilities ManagerHead of TalentFacilities SupervisorAV TeamCleaning TeamPostroom Team |

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| **3. 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. |
| * P&L targets are delivered within agreed timescales and show positive financial performance
* 90% or over on Unit Business Healthcheck Audits
* Sales or profit targets are met or exceeded
* Team are engaged and there is evidence of regular team meetings and Focus on Five activity
* To focus on the expected team behaviors for achieving significant results and outcomes for the business, helping Sodexo to maintain its leading edge status within the industry and our reputation with our customers.
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| 4. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Catering*** To oversee delivery and develop the events and services.
* To ensure the prompt and efficient preparation and service in all food areas to the company’s standard and to the client’s satisfaction.
* To ensure that the site budget is met and exceeded and that all company audits & documentation are attained to the required standard.
* Provide the most cost effective catering service which offers the users quality and choice.
* Promote healthy eating, well being and employee satisfaction.
* Improve patronage and grow sales.
* Provide good capture of management information for the client to analyse.

**Growth, client and customer satisfaction** * Monitor and ensure financial performance of services to maintain costs within pre-budgeted targets, advising on ordering and controlling of stocks within budget.
* Develop themed events and assist with the organisation of high profile functions.
* Ensure all promotional activity and marketing initiatives and resources are consistently deployed across the site.
* Attend client meetings as directed by the Assistant Facilities Manager.
* Support line managers through regular monthly meetings

**Rigorous management of results*** To ensure service delivery within specified budgets and standards.
* Ensure that Sodexo accountancy, documentation and administration procedures are delivered to the required contractual specifications.
* Ensure full compliance with all Statutory and Company policies and procedures, communicating it to all supervisors within your area**.**
* Maintain the standards and integrity of the service offer and Service Level Agreement at all times. To carry out brand compliance audits and perform activities detailed in the service offer to the frequency and level required**.**
* Working with unit managers and Health & Safety advisors, 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.
* Advise and audit security of the site, kitchen, stores, office, safe and cash handling, making sure all relevant Sodexo policies and procedures are adhered to.
* Have a broad understanding of all Sodexo risk, reporting and governance processes; ensuring compliance with all company, 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 compliance with nominated suppliers in line with Sodexo policy and to gain best value market prices
* To ensure that the Company's accountancy, documentation and administration procedures are carried out to the laid down standard and that the weekly finance tracker is completed accurately.

**Leadership and people management*** Assist with the recruitment of front line employees and work with Human Resources to build networks with local sites.
* Establish and maintain satisfactory relationships with J&J and Sodexo colleagues at all levels within the Company and the Client organisation.
* Assist managers as required, providing input into the Sodexo performance review processes, talent development and succession planning
* Role model the focus on five Gold behaviours to improve engagement, enhance performance and retain Investors in People accreditation
* Work alongside service supervisors to develop rosta’s and manage labour in line with productivity models, policies and procedures as detailed in the resource management procedures.
* Develop individual skills and knowledge within the scope of the position.
* Build personal effectiveness in all situation
* To be an ambassador for Sodexo on site, - Clean, Smart, Helpful and Proactive.
* Confident and committed to providing a high quality professional service.
* Complete Sodexo training requirements specific to the site that may be away from your core expertise, in order to fulfil contractual requirements and achieve compliance.

**Innovation and Change*** Undertake continuous professional development in industry/specialism
* Continually seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards.
* Support the Food Services team in the identification of new food offers.
* Operate as an SME facilitating feedback from J&J colleagues to improve service offer and delivery.
* Undertake to identify and implement operational improvements in any identified areas.
* Demonstrate a proactive and can do attitude with regards to problem solving.
* To proactively work towards the growth of the contract.
* To identify Energy and Cost saving opportunities, always striving to improve Engineering service and profile.

**Brand Notoriety*** Provide assistance to planned events such as trade or roadshows both for our clients, customers or Sodexo.
* Raise the overall visibility of Sodexo services within the site, working alongside the FM Manager and technical services lead to promote and communicate service excellence in parterning newsletters and internal newsletters/media channels
* Promote Sodexo as the preferred employer both internally and externally whilst adhering to Sodexo recruitment policies and raise the profile of Sodexo in local communities, building relationships with key stakeholders
* Promote the health and well-being of employees.
* Live the Sodexo values and promote brand standards as an ambassador
* Responsible for driving all aspects of service excellence across your business area including brand integrity, quality, compliance, Sodexo corporate social responsibility and service standards.

Planning and Organising* 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
* Assist across contract as required to resolve issues or support key events
* Support each service line with any areas of specialism such as tills/IT support
* Carry out PPM, Reactive, Minor Works, and Projects as required.
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| 5. Accountabilities  |
| * Client satisfaction scores are maintained or improved
* Internal and external audits achieve the required level including Safegard green audit result
* Maintain high standards of personal appearance and hygiene adhering to Safegard policies and procedures.
* Government and company compliance, e.g. Health & Safety, HACCP
* Cleanliness of site food areas
* File management for Pest control services.
* Oversight and management for waste services
* Webform and Performance metrics are completed monthly
* Flexibility with regards to working hours and weekend working.
* Full ownership of the catering team, and catering performance
* Attend site operations meetings, providing timely reports on compliance, customer satisfaction, events, Issues arising, H&S completion, OT & Agency spends, Recruitment & Innovation.
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| 6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Previous Management experience.
* Experience in managing teams to specified standards.
* Experience of working within an IiP framework.
* Experience of working successfully with accrediting and regulatory bodies and implementing associated programmes.
* Experience of managing health and safety in a factory setting.
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| 7. 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
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Ability to work individually and lead a team.
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| * Commercial Awareness
 | * Understanding of compliance requirements e.g L8
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| * Analysis and Decision Making
 | * Previous experience in a technical role.
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| * Industry Acumen
 | * Demonstrate business improvement techniques
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