

JOB DESCRIPTION

Position Title	General Services Manager	Department	MOJ
Generic Job Title	General Services Manager	Segment	Government Agencies
Grade	J1	Location	MoJ
Reports to	Area Manger West	Office / Unit name	Newbold Revel

ORGANISATION STRUCTURE

Organisation structure - insert as appropriate for Segment



Job Purpose

- The overall accountability and responsibility for the day to day management, co-ordination and control of all contract activity within the Soft FM services specification at the HMPPS training collage Newbold
- Manage the on-site services to the agreed standards, SLAs ensuring that deadlines and targets are achieved and act as Sodexo primary representative on site
- Maximise the profitability of the contract and manage costs effectively
- Act as the operational interface between the client(s) and the Area manager (or equivalent)
- Provide direction and expertise to the operating area by promoting Sodexo strategies and best business practices in order to uphold the company, segment and contract mission and values
- Ensure that statutory requirements and company policies and procedures are always followed and lead a non-walk by culture.
- Build long-term relationships with client(s) that add value and are based on mutual trust to build future opportunities to support business development to maximise profit and growth
- Lead, develop, manage and motivate a high performing team to the agreed standards ensuring that the client receives services of the highest quality

- Contribute to and maintain sector and account development plans, as well as supporting the change management process and associated Service Levels Agreements (SLAs) ensuring risks are mitigated
- Drive innovation and continuous improvement of people, systems, processes and services
- Embracing the principles of Collaborative Business Relationships (BS11000), in line with Sodexo's vision and values

Accountabilities or “what you have to do”

Growth, client and customer satisfaction

- Full accountability of Newbold including operational service delivery, financial management, client relationships, compliance and people management
- Have a strong understanding of all service offers contained within the client contract with a sound ability to draw upon Centres of Excellence where appropriate
- Effectively contribute to the business development pipeline 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.
- Host existing and prospective client visits
- Build a full understanding of contract scope and form (e.g. payment mechanisms, procedures and variation control) and their importance when managing a site and the services provided, including the ability to calculate the rewards and penalties of meeting or not meeting KPIs
- 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 the contract is being delivered in a profitable way and manage costs for the client and Sodexo
- Understand Sodexo contract compliance policies and procedures
- 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
- Utilise the Web of Influence to develop relationships with multiple tiers within the client organisation
- Carry out regular contract performance review meetings with the client

Rigorous management of results

- Maximise the profitability of the operation by managing costs and increasing the sales through the development of an agreed budget and business plan
- Ensure that Sodexo accountancy, documentation and administration procedures are delivered to the required contractual specifications
- Maintain the standards and integrity of the service offers and Service Level Agreement at all times. Carry out a regular service audits and perform activities detailed in the service offer specification under Key Performance Indicators to frequency and level required
- Evaluate financial performance and develop action plans to improve e.g. Work order billing, stock management
- Utilise systems such as SAP reporting, UDC payroll and Service trac
- Ensure that stock is managed and controlled effectively
- 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
- Where relevant, ensure correct usage and cleanliness of equipment, reporting defects as required
- Where relevant, ensure maximum security of the site, e.g. kitchen, stores, office, safe and cash handling and adhere to all relevant Sodexo policies and procedures
- Process payroll in a timely manner and within company policy

- 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 compliance with nominated suppliers in line with Sodexo policy. (to gain best value market prices), labour management and forecasting performance against budget, audit controls etc
- Ensure that health and safety is given the number one priority by delivering all Safeguard 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
- Interpret financial reports to influence local decisions and improve performance
- 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
- Liaise with the SLT to ensure quality assurance, best practice and compliance standards
- Ensure compliance with Unit Business Health Check and other audit measures
- 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

Leadership and People Management

- Recruit, induct, motivate, manage, train and develop all employees following Sodexo HR policy and guidelines
- 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
- Manage labour in line with productivity models, policies and procedures
- Build personal effectiveness in all situations
- Carry out operational shifts and support other areas of the business as required

Innovation and Change

- Continuous professional development in industry/specialism
- Continuously seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards.

Brand Notoriety

- Promote Sodexo as the preferred employer, internally and externally, adhering to the 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.
- Drive all aspects of service excellence across the business area including brand integrity, quality, compliance, Sodexo's 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

Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”

- Compliant delivery and performance of contracted services as measured through performance management systems and monthly management information reports
 - 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. Commitment registers are being kept up to date, purchase orders raised and authorised appropriately and business traded in correct period.
 - Business, contract delivery and client risks managed in controlled and structured manner and service standards across the site are in line with or above client’s expectations and reviewed on ongoing basis
 - Continuous improvements are made to enhance the delivery of onsite services to exceed client’s expectations
 - Sector and account development strategies and plans in place together with controls and governance to ensure delivery of said plans. Ability to connect strategies to overall business plan as well as market and client demand changes
 - Mature industry, sector and client networks are in place with evidence of influence and advocacy
 - Clients perceive and demonstrate satisfaction with services delivered, contract performance and Sodexo employees
 - High levels of client retention via demonstrably strong relationships built on mutual respect and trust
 - Organic growth (client and sector) opportunities identified and converted
 - Recognised leader within the business and respected specialist in specific market sector
 - Additional services sold and mobilised
 - Formal client and industry recognition (awards) for services delivery, innovation, continuous improvement etc
 - Creation of internal networks and forums for sharing best practice at technical, business, sector and client levels
 - High performing on-site team, demonstrated through the effective implementation of Focus on Five, Employee Performance Review (EPA) and talent processes and staff engagement surveys
 - All operational audits are passed by the unit e.g. Safeguard and Unit business health checks
 - Retention of Investors in People Accreditation and high employee engagement
- Maintain high standards of appearance and personal hygiene

Dimensions	
<i>Financial</i>	<ul style="list-style-type: none"> ▪ Achieve budget and complete with STEP and government services KPIs
<i>Health and Safety</i>	<ul style="list-style-type: none"> ▪ Accountable for Catering, Cleaning, Security and other soft services; 3 Direct reports and Circa 40 staff ▪ Pass all internal and external audits ▪ Company and legislative compliance
<i>Customer Service</i>	<ul style="list-style-type: none"> ▪ Completion of team briefs, EPA’s and improve employee engagement levels ▪ Keep within agreed measures on customer and client score cards. ▪ Above threshold customer satisfaction scores.

Competencies

■ Client Growth and Customer Satisfaction	■ Innovation and Change
■ Rigorous Management of Results	■ Brand Notoriety
■ Leadership and People Management	■ Planning and Organising
■ Analysis and Decision Making	■
■ Industry Acumen	■

Skills, Knowledge and Experience

Essential

- SIA non front-line licence or be able to obtain one (Including DBS, BPSS vetting)
- Previous experience of operational management in catering, cleaning and security.
- Experience leader with good people management experience
- Ability to interpret and utilise financial and commercial information
- Able to demonstrate working knowledge of MS Office (Word, Excel and PowerPoint and Outlook)
- Good numerical, interpersonal and communication skills, must be able to demonstrate effective verbal and written communication
- Achieve set, standards and operate to performance criteria; for example, health and safety, hygiene
- Manage multiple workloads and shifting priorities
- 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
- Experience of delivering training
- IOSH managing safely qualification

Desirable

- 706/2 or NVQ2 chef qualification, or equivalent, or operational experience of managing this catering services
- NEBOSH Qualification
- HNC/BIFM etc
- Able to demonstrate working knowledge of Service trac, Kronos and SAP
- Experience of managing conflicting expectations of the client and consumer within one business area

Contextual or other information

- Occasional travel and overnight stays will be required to undertake training and other business requirements
- To relieve and assist in other establishments in certain circumstances.
- To attend meetings and training courses as requested.
- 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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