

Job Description:

Logistics Service Manager

Function:	Site Operations
Job:	Logistics Services Manager R&D Transport & Waste Service, Portering, Linen & Helpdesk
Position:	Logistics Service Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Logistics Services Operations Lead
Additional reporting line to:	N/A
Position location:	MFT – Oxford Road Campus

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

Reporting to the Logistics Services Operations Lead, the Logistics Services Manager is responsible for the effective day-to-day management, performance and continuous improvement of the R&D, Transport, Waste and Linen services across the Oxford Road Campus.

The role is accountable for ensuring services are delivered safely, efficiently and in accordance with contractual requirements, agreed KPIs, and all relevant Sodexo and Trust policies and procedures, while maintaining high standards of quality, compliance and customer service.

A key focus of the role is to build and maintain strong working relationships with Trust clients and key stakeholders, using operational data and service performance information to identify risks, drive improvements and support the achievement of both Trust and Sodexo objectives.

The postholder will lead waste performance and improvement activity, including reviewing waste volumes and trends, identifying areas of incorrect waste segregation, working with wards and departments to improve compliance, and supporting agreed waste reduction, recycling and sustainability targets.

The role will also provide operational leadership for the Linen service, ensuring effective stock management, monitoring supplier performance and maintaining the correct use of the Linnet system to provide visibility, control and assurance over linen distribution and service performance.

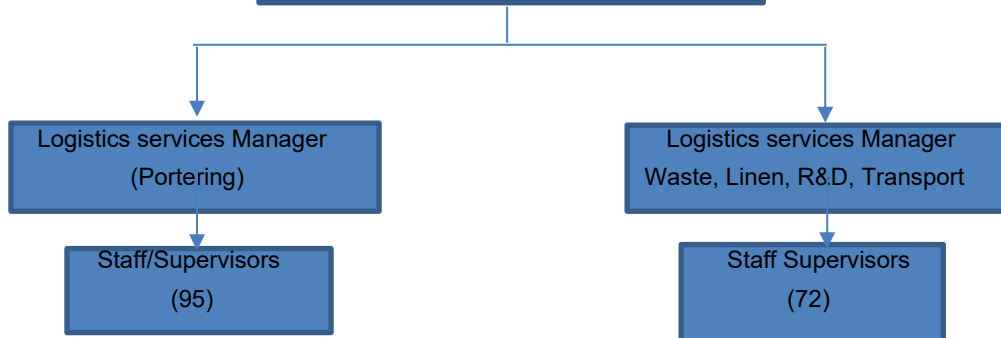
Through effective leadership of managers, supervisors and frontline teams, the postholder will drive accountability, continuous improvement, operational efficiency and consistently high standards across all services within their area of responsibility.

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.

	Financial	Non-Budget Holder Circa.
	Staff	staff, inc supervisors
	Other	Large PFI Hospital. Retention of Employment (ROE) staff.

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.

LOGISTICS OPERATIONS LEAD



4. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- This is a complex PFI contract with stakeholders and client representatives with whom the highest level of professionalism and commercial savvy must be applied.
- Close liaison with your counterparts within the other Sodexo services is essential for efficient operations
- Staff, patients and service users of these facilities are multi-cultural and as such open-minded diplomacy is required when approaching any contentious situations
- The highest levels of understanding and application of the Health and Safety regulations is required to maintain the Sodexo business standard of zero harm

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

- To support the Logistics Services Operations, Lead & Finance team to deliver budgeted profit and turnover for the services
- Effective day to day management of Labour to maintain agreed national standards and meet all contractual KPIs
- Responsible for ensuring compliance of own team with all Company and Trust policies and procedures whilst proactively responding to prevent and deal with issues of non-conformance
- Ensure achievement of high levels of client and service user satisfaction and monitor these on regular basis. The primary focus of all activities and resource will be improvement of the patient and visitor experience.
- Responsible for the recruitment and management of direct reports. This will include responsibility for their development which will include health & safety, communication of shared goals and ensuring that effective appraisals take place.
- Responsible for ensuring that effective and consistent management is applied by your supervisory team to all staff within your area of responsibility. This will include managing staff in line with the appropriate policies in relation to issues including conduct, performance, absence, grievance, fair treatment, pay progression, leave and all other HR policies.
- Ensure that there is effective two-way communication to all levels of staff. This will include ensuring that team briefings take place and that Company and Trust objectives and values are communicated.
- Ensure that health and safety standards are understood and delivered across all service operations. This must include any agency/casual staff and all employees from their first date working on site.
- Implementing new policies and procedures which have been agreed at SLT level.
- Manage own continued professional development identifying any areas for own development

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.

- Contribute to the Achievement of budget.
- Zero financial penalties in area of responsibility or evidence of significant improvement from previous financial year as supported by CARPs / Epic monthly performance reports.
- “Green audit” for all Safeguard audits under area of responsibility.
- Achieve all labour KPI’s including premium rate overtime and absence.
- Full compliance standards with all standards including health and safety
- Contract compliance and being accountable for delivering services to the contract and service specification in an efficient manner.

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

- Strong operational management experience within Facilities Management, Logistics or Support Services, ideally within a healthcare environment and including patient-facing services.
- Demonstrable waste management knowledge and experience, preferably within healthcare, including clinical, offensive, domestic, recycling and hazardous waste streams. CIWM qualification/membership or equivalent is desirable.
- Good understanding of waste legislation, Duty of Care, waste segregation, compliance, auditing and environmental/sustainability requirements, with experience of driving waste reduction and recycling improvements.
- Proven experience as an effective leader and developer of teams, with the ability to manage, motivate, coach and hold managers, supervisors and frontline employees accountable for performance.
- Excellent client and stakeholder management skills, with experience of managing SLAs, KPIs and contractual requirements. Knowledge of healthcare PFI/FM contracts would be advantageous.
- Strong Health & Safety and risk management awareness, including experience of risk assessments, safe systems of work, incident investigation and implementing corrective actions.
- Results and continuous improvement focused, with the ability to analyse performance data, identify efficiencies, control costs and deliver against demanding operational targets.

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

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ Leadership & People Management
■ Rigorous management of results	■ Innovation and Change
■ Brand Notoriety	■ Business Consulting
■ Commercial Awareness	■ HR Service Delivery
■ Employee Engagement	
■ Learning & Development	

9. Management Approval – To be completed by document owner

Version	V1	Date 08/09/2026	September 2026
Document Owner	Daniel Knight, Logistics Operations Manager		