

# Job Description: Business Improvement Lead



Function:	Business Improvement
Job:	Business Improvement Lead (PD)
Position:	
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Business Improvement Manager (PD)
Additional reporting line to:	N/A
Position location:	Home based with nationwide travel

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

- Provide nationwide expertise and insight into the Healthcare segment with the objective of improving our operations at all levels

### 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.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

Characteristics 

- Add point

### 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.



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

You will work closely with, and support segment operations in the following areas:

- Support/lead regional and global projects.
- On a nationwide basis drive efficiencies by implementing new ways of working.
- Work closely with the teams to ensure labour/equipment/facilities are fully optimised.
- To be part of an audit team to review performance and compliance to company and segment standards.
- As required to work with and on site to support operations.
- As required to support mobilization of new contracts.
- To support benchmarking and monitoring projects in and out of segment.
- To drive improvement in segment with a focus on labour but have the ability to review other services.
- Support segment bids to produce high quality tender response documentation working with strict timelines.
- Manage own continued professional development identifying any areas for own development.
- Undertake any other reasonable requests from your Line Manager.
- This job description is not intended to be exhaustive and will be amended considering the changing needs of the service.

**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.

- To work with the health and care segment to create a culture of continuous improvement and drive efficiencies.
- Be the lead person for all PD systems and related queries.

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

**Essential**

- You will have worked in PD services and be capable of providing full support to operations.
- At least 3 years in operational Management within the NHS or other public sector environment.
- Must be IT literate with the ability to analyse data.

**Desirable**

- Be capable of providing fully costed service solutions on a tender-by-tender basis, from end to end (labour, consumables, equipment, and other direct costs).
- A recognised training qualification
- Be able to create business cases and influence decision making.

**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	✓
■ Innovation and Change	✓
■ Brand Notoriety	✓
■ Commercial Awareness	✓
■ Business Consulting	✓
■ Learning & Development	✓

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

Version	1.1	Date	7.5.24
Document Owner			

**10. Employee Acceptance**

Signed:		Date	
Name:			