

Job Description: General Services Manager – Government Contract mobilisation

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| Function: | | | | Operations | | | | | | | | |
| Position: | | | | General Services Manager | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Integrated Facilities Director | | | | | | | | |
| Additional reporting line to: | | | | Mobilisation PMO | | | | | | | | |
| Position location: | | | | North | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * To ensure the seamless mobilisation of all soft services within the client organisation contract: cleaning, catering, security approved premises services, workplace services, window cleaning and waste across multiple sites within a defined geographical area (territory). * Management, co-ordination and control of all activity within territory to ensure the contract is set up to operate as set out in the contract Schedule of Requirement (SOR) and operational manuals, across the designated contract and affiliated sites. * To facilitate the successful transfer of staff and services across multiple incumbent service providers ensuring continuity of services from mobilisation/transition to operational phase. * Assist the contract management team in achieving the transformation deliverables as set out in the bid | | | | | | | | | | | | |
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| 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 FY£13m: |  | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | C700 in contract |  | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
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| **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. |
| * To ensure the seamless mobilisation of all soft services within the client organisation contract: cleaning, catering, security, approved premises services (catering & security), workplace services, window cleaning and waste * Assist with a complex TUPE transfer process, accountable for onboarding/buddy to transferring managers and employees within a defined multi-site geographical territory * Undertake due diligence and obtain specific data in relation to sites within geographical territory to ensure readiness for go live * Manage a team of two facilities supervisors * Ensure sites are ready for cut over, specifically working with the wider mobilisation team to ensure all systems and processes are in place for go live. * Management of a large multi-site team, development plan for colleagues to further integrate * Management of client relationships and expectations. Maintain formal and informal communications with Clients and Customers * To manage all aspects of Health & Safety, Environment and Quality Assurance. * Company Compliance. To ensure that the company/contract accountancy, documentation, audits and administration procedures are set up and implemented to the company standard. * Legislative compliance. Ensuring that all aspects of the business are conducted in accordance with all relevant statutory requirements and Codes of Practice. * Have full control over the profit & loss account, including the proper control of costs and resources. * Provide a full handover to contract management team, ensuring we maintain continuity of services from mobilisation to operational phase |

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| Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Mobilisation support**   * Undertake a full review and detailed due diligence of all sites with defined geographic area * Help deliver the TUPE consultation and engagement plan (roadshows, 1:1’s, due diligence, consultation meetings with reps) etc * Ensure uniforms, right to work documentation, security and critical employee payroll data are addressed * Identify all vacancies and work with resourcing partner and HRBP to recruit and/or put in place contingency arrangements to cover vacancies * Act as a buddy to all incoming site managers (train the trainer) to support the onboarding process and transfer knowledge of Sodexo systems, processes and procedures * Deploy supervisors to ensure that all statutory training requirements have been met and that training records are updated. * Work with Health & Safety lead to ensure risk assessments have been undertaken and that all safe systems of work are in place * Ensure all service areas are set up in accordance with contractual specifications – stock ordering, system set up, consumables * Allocate resource to ensure sites are sufficiently supported to manage cut over   **Financial Management**   * Deliver mobilisation in accordance with financial parameters and resource included within the mobilisation budget * Support and develop onsite teams in all Sodexo processes and procedures:   + Ensuring all financial and trading deadlines are met to ensure accurate and compliant budgetary and financial control.   + Effective P&L management of the contract to deliver budget.   + Review actual performance against budget with management team and create action plan to correct any shortfall identified.   + Preparation of accurate monthly forecast, financial reports and commentaries for the Contract.   **Contract/Company Compliance**   * Continuous review of the SOR against delivery * Implement action plans to close out any areas of shortfall identified in mobilisation such as LSI, Safegard, and ISO. * Ensure that policies, processes and procedures are being adhered to, such as, but not limited to Delegations of Authority. * Maintain IIP and / or ISO standards.   **Client/Customer**   * Maintain and record daily formal and informal communications with Clients and Customers. * Attend formal and informal meetings * Ensure Client requests are responded to in a timely manner, promoting Sodexo in a professional and business-like manner at all times.   **Human Resources**   * Responsible for buddying and upskilling new managers in Sodexo HR processes. Ensure line managers / supervisors carry out the same with their teams. * Continually review and identify staff training and development needs in conjunction with mobilisation * Performance management of employees within unit and where necessary involve HR to ensure compliance with Disciplinary Procedures. * Ensure that recruitment procedures are correctly followed and that any recruitment is correctly authorised including security and immigration processes   **Other**   * Correct use of all IT systems as set out in policies. * Carry out other reasonable management requests. * CTC vetting may be required |

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| 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. |
| * Seamless mobilisation of all soft services within defined geographic territory * Improved employee engagement * Maintain records of meetings and close out actions in specified times frames. * Pass all internal and external audits * Company Compliance * Legislative Compliance * Achieve budget |

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| Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Comprehensive experience gained within a multi-site environment across multiple soft service lines * Proven experience within the relevant soft service areas * Qualification or relevant experience in Business Management. * Management knowledge of HSWA, IOSH and COSHH. * Proven experience of managing long-term client relationships * Proven track record of leading, managing and developing a team * Proven ability to develop new business opportunities * Must be able to demonstrate the ability to communicate effectively both verbally and in writing * Computer literate * Desirable to have supported previous mobilisation projects and TUPE |

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| Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client and Customer Satisfaction/Quality of Services provided | * Leadership & People Management | | * Rigorous management of results | * Innovation and Change | | * Brand Notoriety |  | |