

Job Description

Function	Government Agencies
Position	Business Support Manager
Job Holder	
Date (in job since)	
Immediate manager	
Additional reporting line	
Position location	No Fixed Location (Assessable to locations throughout the North contract locations)

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

- Provide support to operational managers to deliver contractual terms and conditions, service level agreement and KPIs.
- Support business managers in assurance activities across a wide range of process and policy's.
- Manage the effective operational delivery of the supply chain as well as company, segment, and contract strategies across all service lines within the Ministry of Justice North, in line with the associated pipeline and demand priorities.
- Be a single point of contact for region on defined projects, operational excellence, innovation and change to improve operational outputs.

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

- To ensure business compliance with all Health & Safety and Food Safety standards, across all service lines, thereby ensuring that our people and customers are always kept safe.
- Minimise operational risk by working closely with stakeholders and subject matter experts from the point of risk identification to a point of closure/stabilisation.
- Be a conduit for our operational managers to liaise with other departments, platforms and process whilst they are field based.
- Deliver subcontract services within contractual specification; Working with suppliers to maintain a partnering environment to ensure value is added by using subcontracted services.
- Support the Regional Business Manager with delivery of contract priorities and improvements, deputising when required.
- Own and maintain the regional ideas and projects register to ensure continual improvement and development of all services, in order to create enhanced business performance.
- To carry out any other reasonable tasks and/or instructions as directed by senior management.

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.

- Ensure legislative requirements, local client site rules, regulations, and Sodexo policies/procedures are adhered to across the account.
- Effective collaborative working with Sodexo external partners, MOJ and Her Majesty's Prisons and Probation Service (HMPPS) employees and MOJ consumers and personnel
- Flexibility on work schedule and location, with flexibility around hours of work, including overnight stays are required in order to meet business needs and as appropriate/necessary

4. 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.

- Ensure operational supply chain delivery is within agreed contractual standards, SLAs, KPIs and within agreed timelines on the contract delivery plan.
- Subcontracted services in business areas are fully safe and 'audit' ready and achieve required pass rate.
- All delegated projects within business area are delivered on time and proactive in identifying barriers and risks.
- Deliver all aspects of service excellence across their operational business area including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards. Ensuring the delivery offer is meeting the customer's needs through full and correct use of company tools.
- Minimum expectation to meet to financial targets including revenue and gross profit There will be a requirement to contribute to the monthly financial review process for the assigned operational area and to ensure follow up on all improvement plan actions to support improved financial performance where necessary.

5. 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.

- 6-9 Managers supported.
- Revenue £8-9M
- NEC3 KPIs thresholds 98%

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

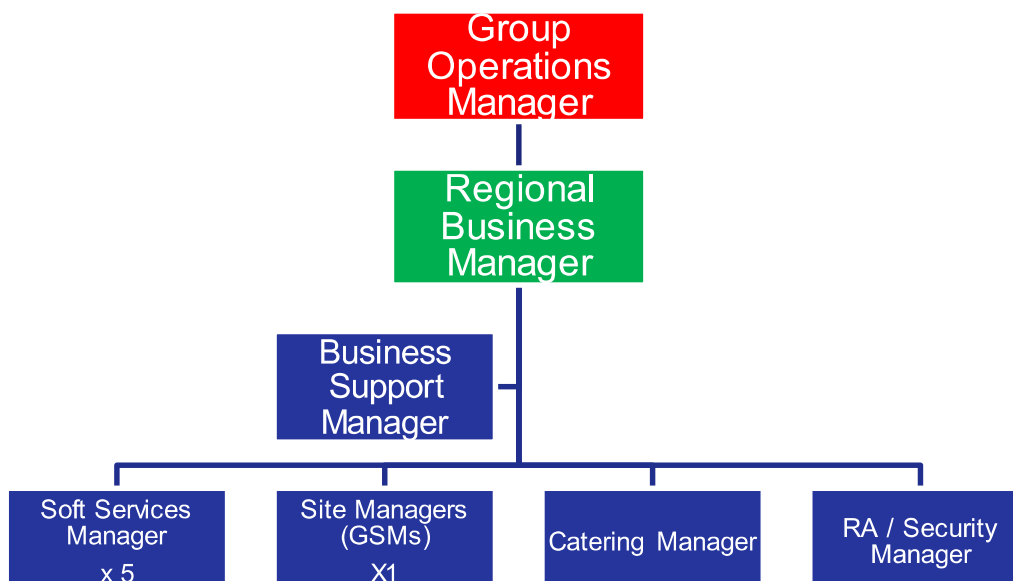
Essential:

- Minimum of 4 years' experience of working in a operational management role within the soft FM service industry
- Soft FM specific technical skills including contract catering, hospitality and cleaning knowledge and skills
- Proven track record of project management liaising with multiple teams, departments, and functions
- Experienced in managing supplier relationships.
- Working towards qualifications in Safety, COSHH and Food safety qualification equivalent to CIEH level 3
- Able to work on own initiative within a team environment.
- Good numerical, interpersonal and communication skills, must be able to demonstrate effective verbal and written communication.
- Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)

Desirable:

- Experience of working within Approved Premises environments
- Experience of working in Central Government contracts (NEC3)
- NEBOSH or equivalent safety qualification
- Level 3 or above qualification and or Member of a facilities organisation such as IWFM

7. 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. Please show the job titles not the actual people doing the role, i.e. Finance Manager, Project Manager



Received:

Date:

Date:

Job holder

Immediate Manager