

Job Description: Operations Support Manager

Function:	Operations
Position:	Operations Support Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	General Services Manager – Shetland Portfolio
Additional reporting line to:	n/a
Position location:	Sella Ness Lodge, Sullom Voe Terminal & Shetland Gas Plant, Shetland Isles

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

- Support the management of the on-site contract and services to the agreed standards, ensuring that deadlines and targets are achieved.
- Maximise the profitability of each contract and manage costs effectively.
- Support the management of the onsite clients and Sodexo services and teams to deliver the agreed Service Level Agreements (SLAs) and standards.
- Provide direction and expertise to the operating area by promoting Sodexo strategies and best business practices in order to uphold the company vision and values.
- Ensure that statutory requirements and company policies and procedures are followed, and deadlines are met.
- Build long-term relationships with client(s) that add value and are based on mutual trust.
- Lead, develop, manage and motivate a high performing team to the agreed standards ensuring that the client receives services of the highest quality.
- Support the General Services Manager & Regional Manager in the development of business strategy in line with current and emerging client needs.
- Drive innovation and continuous improvement of people, systems, processes, and services
- Support the business development and regional management teams to identifying opportunities with other clients to maximise profit and growth.

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

Growth, client and customer satisfaction

- Have a strong understanding of all service offers contained within the client contract with a sound ability to draw upon service operations and transversal functions where appropriate
- 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 contracts operates within the commercial and legal terms and conditions of the contract and deliver to the SLA(s) and standards required
- Ensure the contracts are being delivered in a profitable way and manage costs for the client and Sodexo
- Understand Sodexo contract compliance policies and procedures

Rigorous management of results

- 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 SLA at all times. Carry out regular service audits and perform activities detailed in the service offer specification under Key Performance Indicators to frequency and level required
- Utilise systems such as SAP reporting, UDC payroll and Maximo
- Ensure that stock is managed and controlled effectively
- Implement, maintain and communicate to Sodexo employees and clients where applicable, standards and statutory regulations relating to safe systems of work, health and safety, food hygiene and Company Quality Management system 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 and adhere to all relevant Sodexo policies and procedures
- 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 aligned with the Sodexo Zero Harm mindset. 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
- Liaise with other departments to ensure the right technology, systems & IT equipment is installed
- Ensure client and customer monthly billing and invoicing is carried out correctly and traded via E-prophit or associated systems in a timely manner (i.e. weekly/monthly)
- Ensure the risk register is completed and business continuity plans are up to date and can be implemented when needed
- Ensure compliance with site Business Health Check and other audit measures

Leadership and People Management

- Lead the employee onboarding process ensuring compliance with legislative obligations and Sodexo policies and guidelines.
- Ensure each site 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.
- Conduct performance reviews for all direct reports and have an oversight of frontline employee's performance reviews.
- Continually promote our Employee Value Proposition to improve employee engagement and drive performance.
- 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.
- 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 caliber of personnel are allocated to relevant areas of the business

3. 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.

- Prioritisation of workload
- Influencing site teams to establish trust and build relationships.
- HSEQ Compliance
- Implementation of cross-site synergies

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.

- Effective client relationship management
- Effective Leadership and People Management
- Rigorous management of site financial performance
- Continuous Improvement

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.

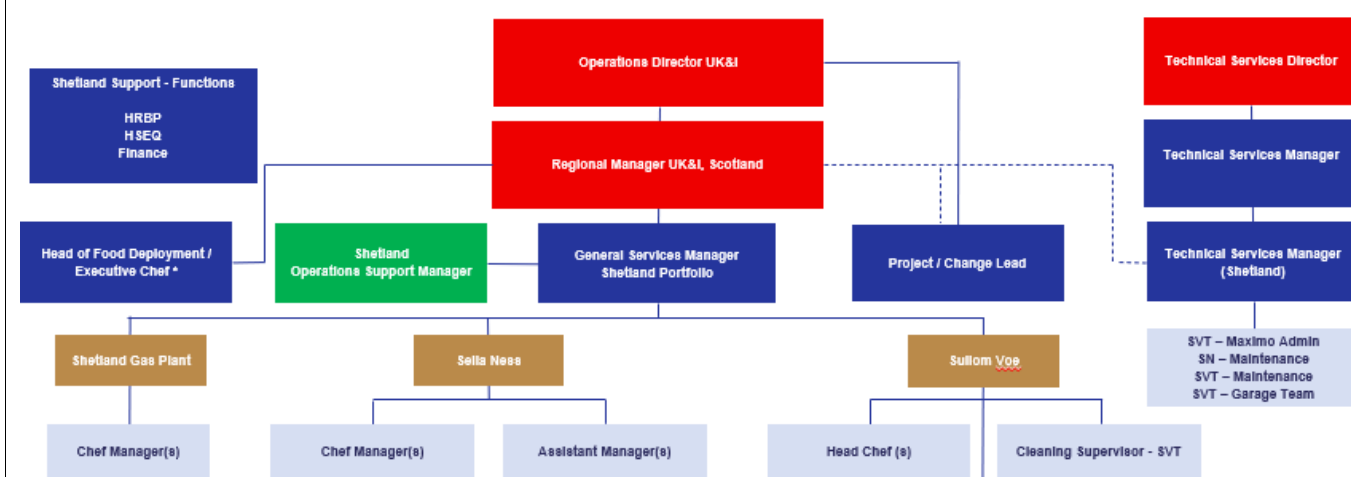
Revenue FY25	Revenue:	£14m	Growth type:	Mature Market	Outsourcing rate:	n/a	Region Workforce	Local / FIFO
	Gross Profit:	14%						
	Net income growth:	+10%			Outsourcing growth rate:	n/a	HR in Region	Yes
	Cash conversion:	n/a						
Characteristics	- Number of contracts supported: 3 - Number of sites supported: 3 - Number of direct reports: 0							

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

- Experienced in using Microsoft Office
- Previous experience of operational management in a similar environment
- People management experience
- Ability to interpret and utilise financial and commercial information

- Excellent communication skills
- 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 or willingness to work towards
- Experience of managing conflicting expectations of the client and consumer within one business area

7. Organization chart – Indicate schematically the position of the job within the organization. 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.



Received:

Date:

Date:

Job holder

Immediate Manager