

## **Job Description**

As a Contract Support Manager at Sodexo, you are also a strong multitasker and quality of life improver. You will be responsible for the site's efficient management, continuous improvement, profitability, and operational excellence. No detail escapes your attention, and your leadership style will motivate and uplift your cleaning and security teams. Join Sodexo and be part of something greater. You belong in a team where you can act with purpose and thrive in your own way.

Your focus in this role will be to effectively manage the day-to-day operations of multiple small FM Energy & Resource sites in the North of the UK but with some regional travel too! You will also be supporting Site General Services Managers for any holiday / long term sickness cover across our UK Onshore portfolio. You will Support Account Directors/Managers and General Services Managers with a variety of operationally focused activities associated with the efficient, compliant delivery of Energy & Resources contractual requirements. In addition, you will support Account Leads with any on-going project, including mobilisations, that may require additional resources at site level.

If you are looking for your next step from operations to site management this could be ideal for you, managing small teams across multiple sites; you will be responsible for motivating the teams, always ensuring a high level of service, and handling the sites financial accrualment.

## **Main Responsibilities**

### **What you'll do:**

- In conjunction with Account Management support the onsite teams during times of holiday absence or long-term sickness cover to ensure delivery of contract scope
- Support the delivery of services (including cleaning & security) across the UK portfolio
- Deliver strategic account management through leadership of teams, developing solutions, and measuring performance against contract SLAs with support of Account Managers and Directors
- Ensure best in class health and safety record and compliance across the site.
- Support Account Director/Managers in the development of business strategy in line with current and emerging client needs.
- Provide direction and expertise to the operating area by promoting Sodexo strategies and best business practices and act as subject matter expert in FM services to grow existing service delivery across the portfolio
- Supporting and coordinating the mobilization support for new contracts
- The monitor of people related matters and provision of support with HR processes e.g., investigations, grievances etc., within the contract and report to Senior Leadership Team as required.
- Involvement in site projects and roll out of initiatives

*For a full list of responsibilities please view the attached job description*

## **Ideal Candidate**

### **What you bring:**

#### **Essential**

- Experience in facilities management – Security preferred

- Demonstrable level of practical experience – Site / Operational experience
- Strong organizational abilities, including managing multiple conflicting priorities, workloads, and deadlines.
- Driven individual with continuous improvement mindset
- Proven experience and significant track record of supporting successful multi-discipline operations teams in a service business to business, multi-site environment and across traditional functional.
- Communication Skills - Required to communicate either orally, in writing or by presentation with clients, management team, colleagues, staff and all support services, including contractors
- Develop productive working relationships with all stakeholders that enhances the professional reputation of the Company.

### **What we offer**

£35,000pa + excellent benefits package

Working with Sodexo is more than a job; it's a chance to be part of something greater. You'll belong in a company and team that values you for you; you'll act with purpose and have an impact through your everyday actions; and you'll be able to thrive in your own way. In addition, we offer:

- Company car allowance
- Contributory pension scheme
- Flexible benefits fund of £1,300 to utilise across an array of benefits – including Private Medical Insurance (PMI), dental cover, gym memberships, and various retail / hospitality discounts
- Flexible and dynamic work environment
- Access to ongoing training and development programs
- Countless opportunities to grow within the company.

**Ready to be part of something greater? Apply today!**