

Job Description:   
General Services Manager

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| Function: | | | | Corporate Services | | | | | | | | |
| Position: | | | | General Services Manager | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | xxxxxxxxxxxx, Account Manager | | | | | | | | |
| Additional reporting line to: | | | | xxxxxxxxxxxx, Account Director | | | | | | | | |
| Position location: | | | | MacFarlan Smith, Edinburgh | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * Ensure local delivery of IFM services, soft & catering at site, ensuring cost, quality and compliance metrics are achieved by Sodexo as well as our client. Responsible for the entire operating structure at site leading a team to ensure delivery against Key Performance Indicators. * Support in the delivery / implementation of the business strategy / objectives for client’s and site-specific objectives * Ensuring all Sodexo personal are fully trained and competent to deliver the scope of works they are assigned for * Ensure full compliance to statutory, legislative and client specific requirements / SOPs * Act as the primary representative of Sodexo for all services within our defined operating area by the effective management of all managers to ensure the delivery of both qualitive and quantitative results * Foster long term profitable relationships as a strategic partner with clients to enhance existing business and proactively identify new business opportunities delivering operational excellence * Motivate and lead a high performing team * Total accountability (financially and operationally) and responsibility for the entire site and all services * Innovation and initiatives key part of business operations, hold formal monthly reviews with clients | | | | | | | | | | | | |
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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 FY25 | **£1m** t/o including cash sales | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
| Characteristics | |  | | | | | | | | | | |

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| 3. Organisation 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. |
| CURRENT ORGANISATION STRUCTURE |

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| **4. 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 local delivery of IFM services, cleaning, catering and sub-contractors at site, ensuring cost, quality and compliance metrics are achieved by Sodexo as well as our client. Responsible for the entire operating structure at site leading a team to ensure delivery against Key Performance Indicators. * Support in the delivery / implementation of the business strategy / objectives for client’s and site-specific objectives * Ensuring all Sodexo personal are fully trained and competent to deliver the scope of works they are assigned for * Ensure full compliance to statutory, legislative and client specific requirements / SOPs * Act as the primary representative of Sodexo for all services within our defined operating area by the effective management of all managers to ensure the delivery of both qualitive and quantitative results * Foster long term profitable relationships as a strategic partner with clients to enhance existing business and proactively identify new business opportunities delivering operational excellence * Motivate and lead a high performing team * Total accountability (financially and operationally) and responsibility for the entire site and all services * Innovation and initiatives key part of business operations, hold formal monthly reviews with clients |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| Growth, client and customer satisfaction   * Drive continuous improvement and operational best practice * Compliant delivery and performance of contracted services as measured through performance management systems * Identify opportunities for growth and support with innovations * Manage and lead the team to deliver excellence to achieve service quality and client satisfaction * Adhere to all HSE policies and procedures to drive a zero-harm safety culture * Manage budgets to maintain and achieve financial targets * Identify cost saving opportunities for the client * Innovation / initiative implementation * Implementation of Sodexo contract processes and procedures * Adherence to Sodexo policy and procedures.   Rigorous management of results   * Lead the team to deliver scoped services daily: to ensure client satisfaction and achievement of KPIs * Interact with teams daily – to ensure clear communication / develop at one team ethic in service delivery * Support the account manager as required * Track and monitor all lines within budgets * Be responsible for the designated service delivery and its on-going development * Establish and develop key relationships with senior client management and third-party service providers to enable successful delivery of cost savings and service level agreements * Ensure undisrupted delivery of soft services operation to the business through internal and contract resources * Support with the delivery of the site business development plan and continuity plan * Ensure that the company’s, the clients and statutory regulations regarding hygiene, food safety, health & safety and equal opportunities are complied with * Utilise Sodexo systems, for example, UDC, SAP, Kronos and other systems made available * Recruit, induct and motivate, manage, train and develop all employees following HR policies and guidelines * Ensure that in-house training and staff development is effectively carried out in accordance with the Training and Development Plan * Manage Sodexo personnel utilising Sodexo tools as part of the biannual and annual review process / PDR’s * Ensure Sodexo absence and HR procedures are followed * Support with account finances and invoice data   Leadership and People Management   * Recruit, induct, motivate, manage, train and develop all employees following Sodexo HR policy and guidelines * Manage employees using the Sodexo performance review processes, talent development and succession planning. * Role model the focus on five behaviours to improve engagement, enhance performance and retain Investors in People accreditation * Manage labour in line with productivity models, policies and procedures * Build personal effectiveness in all situations * 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.   Planning and Organising   * 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 calibre of personnel are allocated to logistics tasks |

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| 6. Accountabilities |
| * Manage, complete and achieve budgets * Compliance and adherence to all Sodexo HSE guidelines and client specific policies and procedures * Client relationships – delivering client satisfaction through improving relationships and service * People management – on boarding, training and development * Business growth & development * Unit audit scores |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * IT literate – Microsoft * People management experience * Ability to interpret and utilise financial information * Excellent communication skills * Previous experience of operational management in a similar environment * Proven experience of developing profitable relationships * Broad commercial FM experience and business acumen, knowledge of external industry developments & contract development models * Experienced in leading company initiatives and change management processes * Experience in identifying and selling organic business growth * Strong communication and negotiation skills * Excellent client relationship management * Experience working in a standards/compliance environment * Specific skills required * Soft services background * H&S qualification – IOSH, RIPHH |

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| 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 | * Leadership & People Management | | * Rigorous management of results | * Innovation and Change | | * Brand Notoriety | * Employee Engagement | | * Commercial Awareness | * Learning & Development | |

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| 9. Management Approval – To be completed by document owner |
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| 10. Employee Approval – To be completed by employee |
| |  |  |  |  | | --- | --- | --- | --- | | Employee Name |  | Date |  | |