

Job Description:

Business Director *(North and Oasis Schools)*



Function:	Operations
Job:	Business Director
Position:	
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Rebecca Bridgement
Additional reporting line to:	
Position location:	UK, no fixed place of work

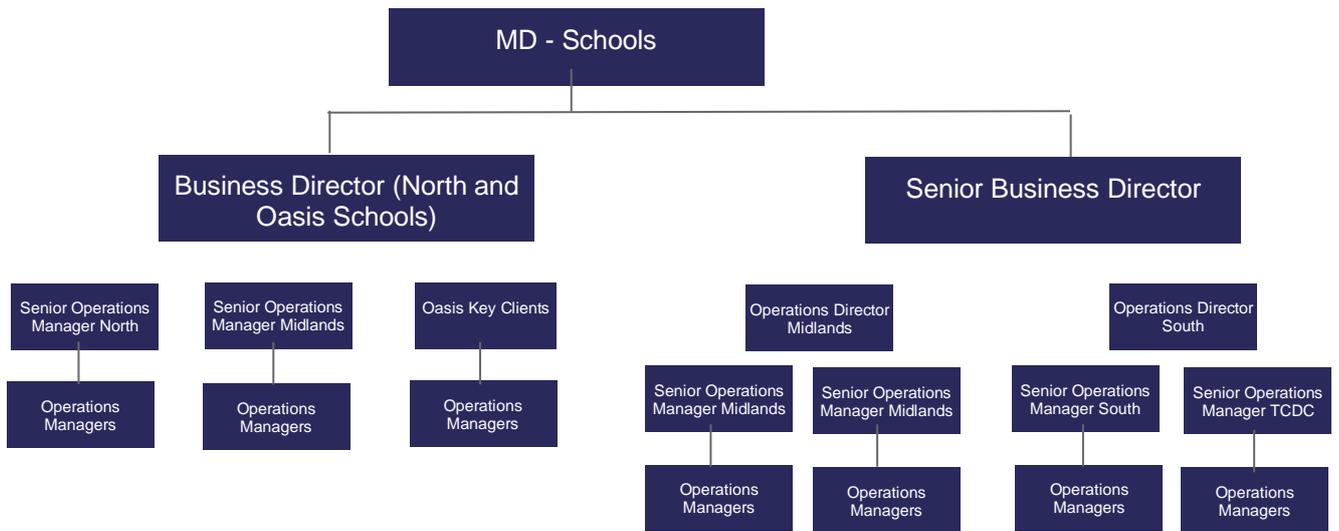
1. Purpose of the Job

- To provide strategic leadership to the Oasis National contract and contracts within areas of responsibility. This is in order to deliver significant business growth within the UK and client retention through pro-actively developing and building client and customer relationships
- To establish and effectively lead a highly capable team who will deliver against the strategic growth objectives
- To provide thought leadership on all catering service delivery and act as a subject matter expert for service delivery for the catering offer.
- Develop business strategy in line with current and emerging client needs
- Act as the key strategic interface between our client(s), Sodexo Directors and the Heads of our Functional Delivery Teams
- To develop the strategic client relationship through pro-actively working on a Quality of Life model to support their employees.
- To actively work across the UK region with Managing Director and the senior leadership team.
- Own, define, maintain and manage Sector and Account Development Plans, as well as leading the Change Management Process and associated Service Levels Agreements (SLA's) ensuring risks are mitigated
- Drive innovation and continuous improvement of people, systems, processes and offer
- Ensure a safe, compliant environment for our teams and customers by ensuring processes are followed and gaps identified and escalated to resolution.
- Support the business development team in identifying opportunities with existing and new clients to maximise profit and growth and sell additional services
- Maximise the profitability of the contracts within area of responsibility and deliver the required financial and service level results using the principles of contract design and management

2. Dimensions

- Annual Revenue: £24 million
- No. Sites: Circa 130
- No. Employees: Circa 600

3. Organisation chart



4. Context and main issues

- Development of key client relationships
- Drive Zero Accident Mindset culture through the operational teams
- Retention of the Oasis contract and key contracts across the area of responsibility
- Improve and maintain high employee engagement and retention
- Continuous improvement in operational delivery and efficiency
- Revenue and profit growth

5. Main assignments

- To ensure client satisfaction and play key lead role in retention of the contract
- Manage senior clients' expectations around the future development of the account
- Build strong understanding of service offers within Sodexo drawing upon the Centres of Excellence, and where appropriate the account managers and business support managers in the delivery of mobilisations and recommending service solutions for clients
- Identify organic growth opportunities through innovation and new initiatives within the existing contract
- Seek new ways to drive revenue and grow accounts and sell new service lines
- Ensure contracts are performing within the agreed SLAs at all times to meet Sodexo commitments
- Take overall responsibility for ensuring that the contracts are operated within their contractual terms
- Ensure that the clients receive services delivered within contractual terms and these are delivered in a cost effective way
- Develop strong long term client relationships with multiple clients and agents in line with Clients for Life (CFL) philosophy to enhance the retention of current clients and customers, gain referrals for new business and attract new clients and customers.
- Develop and retain existing client relationships through monthly meetings and quarterly reviews, using the full CFL process
- Monitor KPI reporting, reviewing contents of client meetings and reviewing/monitoring general service manager performance in client retention
- Deliver Clients for Life development plans and increase client retention/growth

- Recruit, induct, motivate, manage, train and develop all employees following Sodexo HR policy and guidelines
- Coach and manage employees using the Sodexo performance review processes, talent development and succession planning.
- Apply Sodexo people management processes, policies and procedures to project a high support, high challenge performance management culture that motivates an engaged workforce
- Role model the Employee Value Proposition and the Focus on Five behaviours to improve engagement and enhance performance. To coach account managers to ensure that these principles are embedded within the business, corporate messages are communicated to the teams and a high level of engagement is maintained to promote a high performing workforce
- Oversee labour management and ensure that this is being managed effectively
- Ensure business objectives are met and standards of excellence are delivered through competently developed employees

6. Accountabilities

- Define a robust and achievable strategy which will successfully retain and improve the performance of the Oasis contract
- Ensure exploitation of all income opportunities within existing client portfolio and prospective client base.
- Sustainable profit contribution of the area including management of working capital, profit and loss, balance sheet and asset management.
- Drive and maximise excellence in operational delivery to new and existing clients
- In conjunction with the sales team support the retention of existing contracts and onboarding new Clients
- Engage with clients on a routine basis and lead by example in providing excellence in contract/relationship management
- Establish industry networks to ensure continuous improvement and to provide insight through the effective use of market data and operational delivery techniques
- Pioneer the use of best-practice account management throughout the UK region to ensure achievement against all contractual business plans
- Manage relationships and key interfaces with the client and the clients' key decision makers
- Ensure that all aspects of the business are conducted in accordance with all relevant statutory requirements and Codes of Practice.
- Build a dynamic and performance driven Operations team as well as a robust succession plan strategy
- Own the delivery of key programs - cost reduction, business growth opportunities and service improvement programs.
- Customers - seek feedback and validation of service from all levels
- Review KPI's and results achieved by the Operational Team which you have responsibility for with the performance of other account teams and competitor performance/benchmarks

7. Person Specification

- Experience of having operated successfully within an outsourced B2B and B2C environment
- Demonstrable track record of developing successful operational strategies across a broad portfolio
- Proven track record of leading and managing experienced operators and large numbers of employees
- Exceptional client relationship management skills
- Development of commercially viable solutions based on rigorous techniques to understand client needs and price products/services accordingly
- Proven financial acumen essential with commercial experience and business acumen
- Proven track record of initiating and leading demanding business change programmes
- Proven experience of developing profitable relationships with clients
- Proven experience in identifying and selling new business

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	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version	1	Date	August 2025
Document Owner			