

Job Description: Sodexo Live!

Function:	Account Director
Position:	Account Director - South
Job holder:	TBC
Date (in job since):	
Immediate manager (N+1 Job title and name):	Divisional Director Sports & Stadia
Additional reporting line to:	
Position location:	London / Brighton

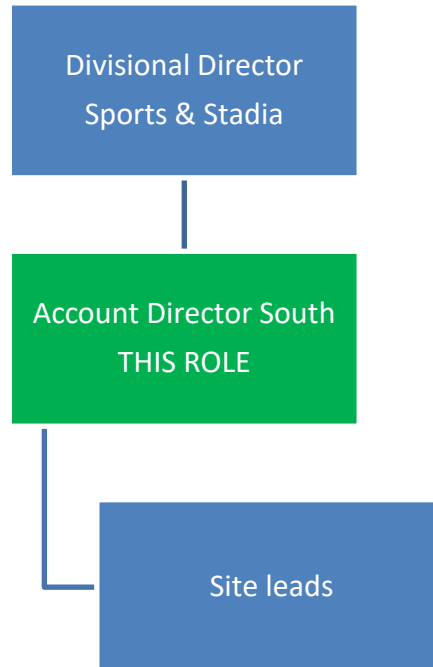
1. Purpose of the Job — State concisely the aim of the job.

- To provide senior leadership to the teams working on the sites you are responsible for, living the Sodexo Live! values daily and providing a single point of contact for our clients.
- To appropriately manage the onsite teams, ensuring services are delivered at a consistently high standard to exceed the requirements and expectations of our clients, the end customer and Sodexo Live!
- To ensure rigorous financial management of all aspects of the Sodexo Live! operations at the sites you are responsible for, including accountability for your P&L results.
- To embed a culture of safety, diversity, and inclusivity across all of our operations, working in collaboration with our clients.
- To foster a culture of innovation, disrupting the norm with pride and passion.
- Leading your team confidently with integrity, openness and honesty.
- To be a growth agent for the Sodexo Live! business, identifying opportunities for organic growth with existing clients as well as identifying new business opportunities

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

- Sales £33m

3. 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.



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 all business units are performing to agreed budgets / forecasts
- Costs are being controlled by promoting efficiencies to assist in the control of labour costs
- Business, contract delivery and client risks managed in controlled and structured manner
- Continuous improvement plans in place for specific sites and/or specific services
- Measurably strong client & customer perception and satisfaction with services delivered
- High levels of client engagement via demonstrably strong relationships built on mutual respect and trust
- Organic growth opportunities identified and converted
- Client retention and contract extension opportunities identified and converted through positive working relationships with clients
- Formal client and industry recognition (awards) for services delivery, innovation, continuous improvement etc
- Maintain high performing teams, demonstrated through the EPA, talent and succession planning processes and staff engagement surveys and IIP accreditation

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

- Maximise the profitability of the contracts within your area of responsibility and deliver & exceed the required KPIs.
- Lead, develop, manage and motivate a high performing team to the agreed standards.
- Support the Divisional Director in the development of business strategy in line with current and emerging consumer trends.
- Ensure every contract has a Strategic Business Plan ensuring all team members are aligned with the key objectives and aims of the business plan, and that the business plan and the key objectives align with the overall strategy for the Sodexo Live! UK business.
- Manage and support onsite teams to ensure we deliver amazing customer service, always looking for ways to innovate and drive change
- Accountable for ensuring sales teams are working to agreed sales & profit targets, with rigorous emphasis on pipeline development, and sales conversion, whilst always ensuring appropriate levels of profitability are achieved.
- Ensure that both, Sodexo Live! and our clients, business deadlines and targets are hit.
- Lead the team and take responsibility when needed, act with initiative whilst always demonstrating energy and enthusiasm.
- Be a champion of safety in your area of responsibility ensuring that all of our operations are completed in a safe manner.
- Ensure a culture of Zero Harm Mindset is embedded and regularly reinforced in your sites.
- Take overall responsibility for ensuring that contracts are signed & operated within their contractual terms.
- Take overall responsibility for ensuring the contracts perform to budget and achieve their unit business plans and improve financial performance utilising nominated suppliers, maximising labour productivity in line with Company models, policies and procedures and controlling costs.
- Ensure your teams are complying with all Sodexo Live! policies and procedures, ensuring that all mandatory training is completed in a timely manner.
- Ensure that all staff have been appropriately vetted (RTW) and onboarded in line with current onboarding and induction plans.
- Be accountable for ensuring that the Clients for Life process is fully embedded in all contracts to maximise contract retention, proactively work with Business Development to extend / retain contracts and support new business wins / mobilisations.

6. 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.

- There is a positive team culture where all team members work together and support each business area as required.
- Develop long-term client relationships in line with the 'clients for life philosophy' to enhance the retention of current clients and customers, gain referrals for new business and attract new customers.
- Service Standards across site are either in line with or above our client's expectations and reviewed on an ongoing basis.
- Rigorous management of sales activities and cost control to ensure delivery of all financial metrics
- Overall accountability for all Health & Safety, Food Safety, Alcohol licensing and cash / stock security

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Demonstrable experience of working across elite sports or stadia venues, delivering food services to an exceptional standard
- Experience of managing and developing senior client relationships
- Experience of managing and developing senior internal stakeholder relationships
- Extensive financial management skills
- Ability to work on own initiative, but also able to recognise when to escalate issues or requests for support
- Experience of leading, motivating and managing a diverse team of stakeholders in a catering environment
- Experience of working in a fast paced, high-pressured environment
- Ability to prioritise workloads, especially in the face of competing priorities
- Extensive industry knowledge including detailed understanding of industry compliance requirements and legal requirements for operating high end public catering venues
- Experience of managing sales teams to a high standard
- Knowledge of industry best practice when it comes to areas such as Health & Safety, Employment Law and Contract governance

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

- High standard of literacy and numeracy
- Expertly manage senior client relationships
- Highly developed verbal and non-verbal communication skills
- Stadia management experience
- Experience in delivering public retail and high-quality hospitality operations
- Proven experience in managing P&L accounts and driving profitability
- Proven operational knowledge, skills and experience in managing multi-site/multi service operations
- Management of large and diverse teams
- Manage multiple workloads and shifting priorities
- Deliver excellence in operational service standards and customer satisfaction
- Demonstrate resilience when faced with multiple business challenges
- Ability to interpret and utilise complex and varied financial and commercial information
- Excellent interpersonal skills and ability to communicate effectively with customers, clients and employees at all levels
- Good knowledge of food safety, health & safety, and alcohol licencing requirements
- Self-motivated and able to work on own initiative within a team environment



9. Management Approval – To be completed by document owner

Version	1	Date	
Document Owner			

10. Employee Approval – To be completed by employee

Employee Name		Date	
---------------	--	------	--

Received:

Date:

Date:
