

# Job Description: Trophy Centre Manager



Function:	Government
Job:	Trophy Centre Manager
Position:	Trophy Centre Manager
Immediate manager (N+1 Job title and name):	Soft Services Manager
Position location:	Portsmouth Naval Base

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

This role is responsible for the management of the Authority's trophies, as required by the Royal Navy trophy centre board of trustees. This includes undertaking specialist trophy cleaning assessment to condition, coordination of repairs with third parties, the release of trophies to authorised persons and the general security of trophies in the stores.

To manage all aspects of performance of an assigned group of direct reports.

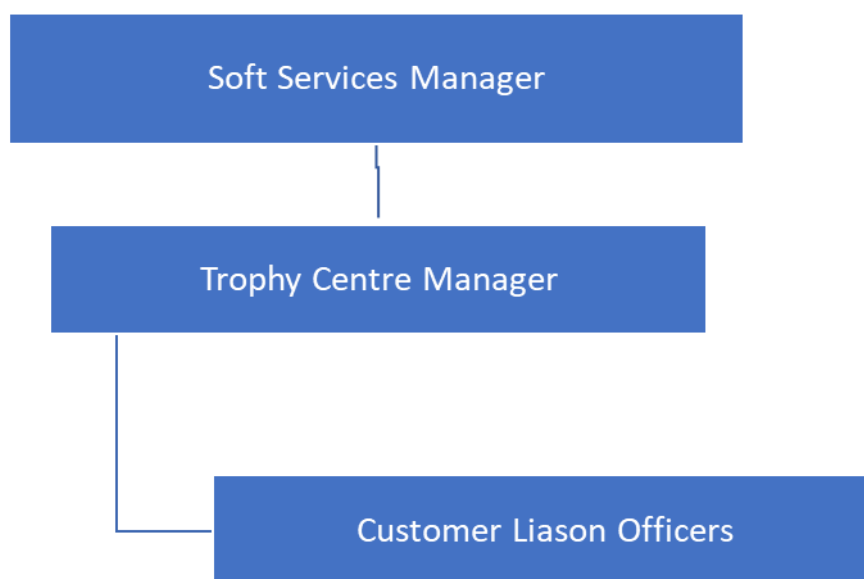
## 2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

### Characteristics

#### Key Performance Indicators (KPIs)

- As defined by contract requirements for all services.
- Develop good team, client and customer relationships.
- Maintain professional work standards at all times, working within the requirements of company health and safety procedures.
- A flexible and responsive approach to allocated tasks.

## 3. Organisation chart – Indicate schematically the position of the job within the organisation. 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.

Trophy Centre Manager is a unique role with the requirement set almost entirely by the MOD Customer, the Royal Navy. It is a combination of a substantial administrative role supporting the work and objectives of the Board and a Logistics Manager responsible for approx. £25M of fine art and silverware in the Royal Navy Trust Fund (RNTF) heritage Collection. Effective collaborative working with Sodexo external partners, DE&S and MOD consumers and personnel.

Support any projects as required by RNTF Board of Trustees to support their key objective which, as mandated by the Navy Board, is to promote the Royal Navy, its ethos and Naval Heritage.

Ensure RNTF's Board compliance with Charity Commission guidelines, Charity legislation and Military regulations for MOD Service Funds (BRd18).

Act as the initial point of contact and subject matter expert on RNTF issues requiring Trustees' attention which will include the complete management of Board Meetings, responding to internal and external enquiries, staffing of all proposed donations and acquisitions, financial implications including trophy repairs and losses, oversight of the annual repair and refurbishment programme and maintaining a close dialogue with existing RNTC customers and potential donors.

Flexibility on work schedule and location maybe required. Travel and overnight stay may be required to undertake training and other business requirements. Unsociable hours in line with business requirements maybe required.

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

- **Finance**

Manage all available company resources including equipment, materials, time and supplies as trained. Liaise with the Board of Trustees and RNTF Treasurer to ensure the financial elements of the RNTF Business Plan and the correct MOD Service Fund governance are actioned.

- **Hygiene, Health and Safety**

Comply with all company and client policies, site rules and statutory regulations relating to health and safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include awareness of any specific hazards in the workplace and correct utilisation of required personal protective equipment. Ensure that all equipment is in a safe working order, report any/all faults to management and ensure defective equipment is not used. Attend to and take all necessary action, statutory or otherwise, in the event of incidents or accident, fire, theft, loss, damage or other irregularities and immediately make safe, report to management.

- **Personnel and training**

Comply with all relevant Sodexo, customer and client policies and procedures. Attend briefs and meetings as invited. Attend performance development reviews with line management to agree and take ownership of personal training and development needs. Attend and complete company training as required. Take a proactive and positive approach to the use of new systems and technologies.

- **General responsibilities**

Maintain and supervise all areas of responsibility to the set standard of service within the timeframe given, complying at all times with specified standards. Develop and manage good team, client and customer relationships. Comply with all Sodexo company policies/procedures, client site rules and regulations. Maintain the asset management system on MOD Net.

- **Security**

To ensure that all colleagues have appropriate security clearance, compliance to procedures and contract

stipulations.  
To ensure that GDPR rules are followed at all times.

- To carry out any other reasonable tasks and/or instructions as directed by line manager

**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.

- Comply with all legislative requirements and ensure all practices are in line with Sodexo policies and procedures
- Adhere to any local client site rules and regulations
- Maintain professional work standards at all times, working within the requirements of company and legislative health and safety procedures
- Role model safe behaviour and report all unsafe behaviour, near misses and accidents/incidents to management immediately
- Role model good and effective customer service behaviour at all times

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

- This role will attract an individual with significant experience in asset management
- Ability to liaise closely and effectively with Senior Military and MOD personnel and ensuring appropriate governance and policy is maintained.
- Clear and effective communication, interpersonal skills, front facing team member.
- Able to work efficiently on own initiative and as part of a team and adapt to changing circumstances.
- Able to follow and delegate policies, procedures, training and instruction.
- Adaptive and responsive to changing business needs.
- Well organised and flexible.

**8. Competencies**

■ Customer focus	■ Resourcefulness
■ Cultivates innovation	■ Manages ambiguity
■ Being resilient	■ Collaborates
■ Ensures accountability	■ Communicates effectively
■ Builds effective teams	■ Develops talent
■ Persuades	■ Decision quality
■ Courage	■ Business insight
■ Drives results	■ Optimises work processes
■ Nimble learning	

**9. Managerial behaviours**

<input type="checkbox"/> Commit to improve	<input type="checkbox"/> Own performance
<input type="checkbox"/> Act collaboratively	<input type="checkbox"/> Develop and grow
<input type="checkbox"/> Dare to think innovatively	<input type="checkbox"/> Challenge with humility

10. Sign off

Job holder name:		Line manager name:	
Job holder signature:		Line manager signature:	
Date:		Date:	