
Job Description

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| Function: | General Manager |
| Position:  | Cluster General Manager |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Account Director Scotland & NE England – Joe King |
| Additional reporting line to: |  |
| Position location: | Hamilton Park Racecourse & Celtic Park |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To provide management and leadership across 2 Sodexo Live! sites, namely Hamilton Park Racecourse & Celtic Football Club
* To appropriately manage the onsite teams, ensuring services are delivered at a consistently high standard to meet the requirements and expectations of our venue partners and the end customer
* To ensure rigorous financial management of all aspects of the Sodexo Live! operations at these two sites
* To embed a culture of safety, diversity, and inclusivity across all of our operations, working in collaboration with our venue partners
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| 5. 2. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Maximise the profitability of the contract within area of responsibility and deliver the required results
* Lead, develop, manage and motivate a high performing team to the agreed standards
* Support the Account Director in the development of business strategy in line with current and emerging consumer trends
* Lead and maintain account development plans, as well as supporting the change management process
* Manage and support onsite teams to ensure we deliver amazing customer service, always looking for ways to innovate and drive change
* Where applicable, ensure our sales teams are working to agreed sales & profit targets, with rigorous emphasis on pipeline development, and sales conversion
* Ensure that both, internal Sodexo Live! and our venue partner, business deadlines and targets are hit
* Lead the team and take responsibility when needed, act with initiative, demonstrate energy and enthusiasm
* Demonstrate a high level of thought leadership and act as change agent.
* Be a champion of safety & diversity within your teams
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| 2. 3. Context and main issues – Describe the most difficult types of problems the jobholder must 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
* Account development strategies and plans in place together with controls and governance to ensure delivery of said plans. Connect strategies to overall business plan as well as market and client demand changes
* 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
* P&L’s managed to deliver and exceed budget, commitment registers kept up to date, purchase orders raised and authorised appropriately and business is traded correctly and on time
* Organic growth opportunities identified and converted
* Client retention and contract extension opportunities identified and converted through positive working relationships with clients
* High levels of team engagement
* Recognised leader within the business and respected specialist in specific market sector
* All standards in the operational audits are effectively passed by the business units such as Safegard audits, Unit Business Health Checks and Mystery Shops
* 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
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| 4. 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
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| 2. 5. 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. |
| * Hamilton – Sales £1.8m GP 6%+
* Celtic – Sales £1.8m GP 4%+
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| 6. 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
* Background in conference and events sales
* Good knowledge of food safety, health & safety, and Scottish alcohol licencing requirements
* Self-motivated and able to work on own initiative within a team environment
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| 2. 7. 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. |
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**Levels**

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Date:       Date:

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Job holder Immediate Manager