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Job Description: Corporate Services  
Soft Services Manager

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| Function: | | | | Corporate Services | | | | | | | |
| Job: | | | | Management | | | | | | | |
| Position: | | | | Facilities Services Manager (Soft Services) | | | | | | | |
| Job holder: | | | |  | | | | | | | |
| Date (in job since): | | | |  | | | | | | | |
| Immediate manager: | | | | Account Manager | | | | | | | |
| Additional reporting line to: | | | | N/A | | | | | | | |
| Position location: | | | | Central London | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | |
| * Lead, develop, manage and motivate high performing teams in provision of onsite soft services including Cleaning, Waste, Horticulture, Pest control, Postroom and Security across the NBCU portfolio to an exceptional quality. * Build long-term relationships with client(s) that add value and are based on mutual trust * Support the Account Manager in driving innovation and continuous improvement of people, systems, processes and services * Ensure full compliance to statutory, legislative and client specific requirements / SOPs. * Maximise the profitability of the contract and manage costs effectively. | | | | | | | | | | | |
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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. | | | | | | | | | | | |
| TBC |  | | 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 | | * The services include Cleaning, Waste Management, Pest Control, Security and Postroom * The services are provided across all UK NBCU sites in Central London and Hertfordshire | | | | | | | | | |

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| 3. Organisation chart – |
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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. |
| * Maintain effective relationships between Sodexo Team, on site client and other stakeholders. * Manage expectations and deliver highest possible standards to a very visible day to day client * Access and navigate Sodexo transversal functions to ensure service delivery is compliant with all company and client expectations. * Adhere to all HSE policies and procedures to drive a zero-harm safety culture; * Ensure all our services are compliant in accordance with contractual obligations * Be flexible and agile in response to customers changing business needs |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Day to day leadership of services within the scope of the role. * Coach and develop the team to achieve their potential * Establish and grow strong relationships with client stakeholders * To deputise in the absence of the Account Manager where directed.   **Growth, client and customer satisfaction**   * Have a strong understanding of all service offers contained within the area of responsibility with a sound ability to draw upon Service Operations where appropriate. * Support the Leadership team in the delivery of new services or projects. * Effectively contribute to the growth of services through evaluation, review and recommendations for additional scope of work and services to the client. * Build a full understanding of contract scope and ensure efficient and effective system of delivery. * Capture and evaluate customer feedback, providing regular updates and solutions to areas for improvement. * Ensure the contract is being delivered in a profitable way and manage costs for the client and Sodexo   **Rigorous management of results**   * Maintain the standards and integrity of the service offers and Service Level Agreement at all times. Carry out a regular service audits and perform activities detailed in the service offer specification under Key Performance Indicators to frequency and level required * Process payroll in a timely manner and within company policy * Ensure compliance with nominated suppliers in line with Sodexo policy (to gain best value market prices), labour management and forecasting performance against budget, audit controls etc * Ensure that health and safety is given the number one priority by delivering all Safeguard administration in advance of and during logistical operations. Lead where appropriate, and take part in management and employee briefings to deliver safety information to include; Food Safety, Health and Safety, Fire Safety, First Aid and any statutory, client or site specific safety requirements. * Interpret financial reports to influence local decisions and improve performance   **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 Sodexo 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 * Continuous focus on the highest employee engagement and team positive safety culture   **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. |

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| 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. |
| * Compliant delivery and performance of contracted services as measured through performance management systems and monthly management information reports. * Contract is achieving financial objectives in line with unit budget and business plans and delivering on-site services to the standards/SLA(s) in the contract. * Continuous improvements are made to enhance the delivery of onsite services to exceed client’s expectations * High performing on-site team, demonstrated through the effective implementation of Employee Performance Review (EPA & PDR), Personal Development Plans, talent processes and staff engagement surveys * All internal and external operational audits are passed by the sites. |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Excellent interpersonal and communication skills * Experience of facilities services management * Experience of financial systems, budgetary control and payroll requirements/systems * Understanding of Health & Safety legislation and requirements within the scope of the role * Understanding and awareness of the Sodexo brand and experience of customer focused service provision. * Ability to work with MS Office tools and other systems as required. * Adaptable, resilient and forward thinking. * Ability to interpret and utilise financial information |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| Essential   |  |  | | --- | --- | | * Innovations and change | * Positive approach to learning in role and identifying own training needs as appropriate | | * Rigorous management of results | * Leadership and people management | | * Excellent interpersonal skills and ability to communicate effectively with customers, clients, and staff at all levels | * Brand notoriety | | * Good time management and organisational skills | * Planning and organising | | * Analysis and decision making | * Flexible approach with working hours | | * Ability to achieve and set standards and operate to performance criteria | * Experience of managing conflicting expectations of the client and consumer within one business area |   Desirable   |  |  | | --- | --- | | * IOSH managing safely qualification | * Experience in managing budgets | | * FM qualification |  | |

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| 9. Management Approval – To be completed by document owner |
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