

Job Description: District Manager - Scotland



Function:	Operations
Position:	Regional Manager – Scotland
Job holder:	
Date (in job since):	01 September 2023
Immediate manager (N+1 Job title and name):	Operations Director
Additional reporting line to:	N/A
Position location:	Home based (on site 3 days per week)

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

- The delivery of district financial business performance in line with agreed site, segment, and regional targets.
- To provide leadership to site management across an assigned regional portfolio, in support of the delivery of safe, efficient, and compliant services to Energy and Resources (E&R) clients.
- To act as a catalyst for change in the way Sodexo operates, retains, and grows our E&R business to ensure consistency, world-class results and the highest standards of leadership and expertise in our operations in the areas of SOP's client retention, offer implementation and the Sodexo Better Tomorrow Plan.
- Leverage and support client relationships with at site and management level and share this information with all site based and management teams to build knowledge, enable action, leverage, and build our strategic web of influence and client relationships.
- To drive continuous improvement and contract growth in support of business objectives (including, but not limited to key performance indicators and service level agreement commitments).

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.

Revenue FY24: N/A	Revenue:	Gro wth type:	Mature Market	Outsourcing rate:	n/a	Region Workforce	Local
	Gross Profit:						
	Net income growth:			Outsourcing growth rate:	n/a	HR in Region	Yes
	Cash conversion: n/a						

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.

- Prioritizing of workload across the number of sites
- Developing, maintaining, and embedding mutually beneficial relationships with multiple stakeholders (internally and externally) to achieve maximum results.
- Influencing site teams, management, and operational leaders within district to establish trust and build relationships; implement and drive strategies through and with the teams to enable improved business performance
- Building relationships internally with service operations and transversal functions to ensure support is given to site by all areas of the business.
- Interfacing with diverse stakeholder groups within areas of responsibility and beyond – be the leader of change and able to explain the business case and Sodexo viewpoint i.e., “the why” we are implementing various processes and strategies.

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

- The delivery of district financial business performance in line with agreed site, segment, and regional targets.
- Support the successful, safe compliant delivery of services across client portfolio to drive retention and growth within the business
- Develop and support strategic account management through leadership of site teams, delivering value adding innovation, and measuring performance against contract SLAs with support of Operations Director.
- Ensure best in class health, safety environment and quality compliance across district portfolio (measured site specifically). Support operational teams to implement a strong safety culture in alignment with Sodexo Zero Harm mindset.
- Supporting and coordinating the mobilization of new contracts including the management of mobilization plans and associated documentation, ensuring commitments, deadlines and KPI's are met and effectively communicated to clients.
- Leading the implementation of segment, central and regional initiatives, ensuring effective change management, seamless implementation, and adoption (by site teams), driving operational efficiencies, and optimizing business performance in line with agreed objectives.
- Oversight of/and leading (where applicable) site specific projects ensuring effective change management, seamless implementation, and adoption (by site teams) driving operational efficiencies and optimizing business performance in line with agreed objectives.
- Oversight of people related matters (across client portfolio) and provision of support with HR processes e.g., investigations, grievances etc. The provision of solution feedback to Operations Director and/or E&R Leadership Team as required.
- Lead the site management to drive operational and commercial improvements to maximise and achieve the highest level of contract performance.
- Develop people skills and mobilise personnel across sites to transfer knowledge, develop employee skills, deliver improvement, and provide continuity of service within the client businesses. At the same time promote transversal working relationships to capture and share best developed practices.

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.

- District financial performance
- District operational leadership
- District continuous improvement
- Effective tactical implementation of contract mobilizations defined strategic initiatives and site-specific projects.
- Effective client relationship management

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

- Demonstrable operational experience.
- Demonstrable financial P&L management experience.
- Demonstrable continuous improvement mindset.
- Demonstrable experience of supporting successful multi-discipline operations teams in a service business to business, multi-site environment and across traditional functional.
- Effective communicator with multi-channel/medium selection and stakeholder delivery/understanding abilities.
- Innovator/disrupter with growth mindset for business improvement.

Other relevant information

- Flexibility (travel and presence at various sites/locations expected).
- Delivery of training to site management as required.
- Role will include extensive travel to sites across the UK

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

Sodexo Management Behaviours

- Challenge with humility
- Develop and grow
- Commit to improve
- Act collaboratively
- Own performance
- Dare to think innovatively

Individual Qualities

- Strategic thinker/tactical implementer
- Individual contributor/team collaborator
- Commercial acumen/results driven

9. Management Approval – To be completed by document owner

Version	V1	Date	
Document Owner			