

Job Description:
Account Director

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| Function: | Operations |
| Position:  | Account Director |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Managing Director – UK&I  |
| Additional reporting line to: | Global Account Director – AZ Account |
| Position location: | North West, UK |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To lead, manage and oversee scope of services across the sites, working with the client stakeholders and internal Sodexo operational and functional teams to provide a consistent, highly effective delivery of services focus on Technical, Workplace and Projects both in the regulatory and non-regulatory areas of the client portfolio.
* Adopt a partnership approach with Sodexo and client entities to ensure the contract is executed in the best interest of both Sodexo and the client in line with Vested model framework.
* To establish and effectively lead a high performing team to deliver against the account objectives including governance, achievement of KPIs, account development programme and transformation.
* Implement transformation and change programmes, maximising operational excellence, maintaining process improvement and service development.
* Ensure a safe, compliant environment for our teams and clients by ensuring processes are followed and gaps identified and escalated to resolution.
* Lead and drive a culture of quality across all team members within the account portfolio.
* Develop business strategy in line with current and emerging client needs to meet the unique requirements of the sector & in alignment with any local and global strategy.
* Act as the key strategic interface between our client, Sodexo Directors and functional delivery teams developing a community of best practice and pharmaceutical expertise.
* Foster long term profitable relationships with the client to maintain existing business and identify new business opportunities by delivering operational excellence.
* Demonstrate a high level of thought leadership and act as change agent.
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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. |
| Revenue FY23 | £20m | EBIT growth: | tbc | Growth type: | Organic | Outsourcing rate: | n/a | Region Workforce | Yes |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  |  |
| Cash conversion: | tbc |
| Characteristics  | * Corporate sector – Global Strategic Accounts
* Dedicated client
* IFM – both soft and hard services with regulatory environments
* Growth opportunities within and outside the current portfolio
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| 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. |
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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. |
| * The role will manage a complex client structure split between Workplace and Technical Services. Due to some services delivered in a regulated environment, a good understanding of GMP and quality practices is ideal to effectively manage client expectations.
* Provide a robust governance structure to manage activities across various workstreams at a site level and resilience planning to the business.
* Strong focus on account development mainly on technical services, continuous improvement, and transformation activities.
* Provide a senior point of contact for technical issues.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Operations and Service Delivery*** Provide strategic leadership across the account portfolio.
* Delivery of consistency in our offer, provide focus and direction across the sites to move from plan to action.
* Drive excellence in operational delivery to the client leveraging on subject matter experts and maximizing operational excellence and innovation.
* Be future focus and engage with the client to develop and align business strategy in line with current and emerging needs.
* Drive client and account development, engagement, and retention through proactive client relationships at all levels.
* Constantly seeking opportunities to utilize technology to improve operational effectiveness and efficiency.
* Adopt a partnership approach with Sodexo and the client to ensure the contract is executed in the best interest of both parties.
* Take full ownership and accountability to ensure the account, the team and Sodexo complies with all company and client policies, procedures, local rules, and statutory regulations.

**Central Team Liaison (local and global)** * To work collaboratively with the central team and central subject matter experts to deliver all contractual requirements to client.
* Work with the central finance team to ensure the co-ordination of all financial and KPI reporting, budgeting and change management across the account.
* Work with the central subject matter experts to ensure a standardised, consistent, and compliant approach is implemented for each subject area (e.g., HR, Communications, Operational Excellence, Technical Services, HSEQ)
* Ensure the delivery of central reporting on key functions to meet the agreed account wide objectives such as budgeting and change management across the account to meet central Sodexo requirements.
* Adopt a partnership approach with countries to ensure that any decision taken relating to the contract is aligned to the overall goals and in the best interest of the whole contract.
* Mutually work with country teams to ensure clarity of understanding and application of the Vested commercial deal.
* To work as “one team” to ensure delivery of unified services across the sites to achieve the strategic objectives of the contract for both the client and Sodexo.
* Develop and outline an approach that connects and integrates the different strands of the account needs with the Sodexo business.

**Business Development and Contract Management*** Define a robust and achievable growth strategy which will successfully improve the country and global performance.
* In conjunction with the sales team support the delivery of the pipeline of additional contract growth to meet the commercial targets.
* Mobilise Sodexo commitment through joint diagnosis of business, process and change options/issues.
* Recognise that account expectations are multi-dimensional and be able to effectively work within the matrix organisation both internal and external.
* Align with the account governance model, working and collaborating as a team to ensure that desired expectations of both the client and Sodexo are met.
* Pioneer the use of best-practice account management and innovation (e.g., factory of the future) throughout to ensure achievement against all contractual business plans.

**Financial Management** * Maximise all income opportunitites within existing portfolio and prospective base. Developing early wins to to build measurable momentum
* Sustainable profit contribution of the account, work with finance leads to manage working capital, profit and loss, balance sheet and asset management.
* Work closely and collaboratively with the financial teams to achieve financial targets both at local and global level.

**Client Relationship Management** * Engage with local and global clients on a routine basis (e.g., via site and vested governance) and lead by example in providing excellence in contract/relationship management.
* Establish industry networks to ensure continuous improvement and to provide insight through the effective use of market data and operational delivery techniques.
* Manage relationships and key interfaces with the client key decision makers.

**Compliance, Environment, Health and Safety and Risk Management** * Ensuring that all aspects of the business are conducted in accordance with all relevant statutory requirements and Codes of Practice including client-related policies and procedures.
* Full accountability for the implementation of, adherence to and governance of the Quality Agreement.

**People Management and Leadership** * Develop a shared vision and account plan at a local and global level.
* Develop a competent site operational team to deliver consistent service delivery, ensuring effective leadership of all business activity across the account.
* Build a dynamic and high performing driven account team demonstrating Sodexo values and behaviours.
* Implementation of policies, procedures and initiatives to ensure, in terms of calibre, experience and number, the necessary resource is available to meet the business needs.
* Identify organic growth opportunities through innovation and new initiatives within existing contract.
* Lead with the Centres of Excellence teams, where appropriate to ensure the ongoing strategic development of current account to generate new business opportunities.
* Manage senior clients’ expectations around the future development of the account.
* Be a role model and ensure that our employee engagement principles are adopted, employee’s performance is managed through the Sodexo performance management processes and talent development and succession planning activities take place.
* Continuously seek ways to enhance quality through innovation, productivity, and cost efficiency by monitoring performance against existing standards.
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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. |
| * Safety and Compliance of customer, team and assets
* Leadership and people management – engaged and high performing teams
* Growth via client and customer satisfaction
* Rigorous management of results and compliance to commercial terms
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Engineering, Building or Building Services Degree or Equivalent Qualification.
* Proven experience in managing P&L accounts c. £20m or more.
* Proven experience in operating in a GMP/regulatory environment and understanding of Quality in pharma or life sciences sector.
* Strong experience in IFM with bias on technical services including good understanding of workplace services.
* Understanding of CAFM and management information reporting, data, and insight.
* 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.
* 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.
* Achieve set standards and operate to performance criteria, e.g., operating procedures, health and safety, quality requirements.
* Self-motivated and able to work on own initiative as a leader within a team environment.
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