

**DEFENCE**

Job Description:
Services Delivery Manager

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| Function: | Defence & Government Services |
| Generic job:  |  |
| Position:  | Services Delivery Manager  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | General Manager |
| Additional reporting line to: |  |
| Position location: |  |
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| 1. Purpose of the job  |
| * The overall accountability and responsibility for the daily management, co-ordination and control of all operational activity, as set out in the Site Information Pack (SIP), CRL plan and operational manuals, across the designated and affiliated sites
* Multi-skilled and working as part of a team on a rotational pattern, manage the operational services on site to the required specifications
* To plan, organise and manage the delivery of all guest services within the operational business area
* To ensure standards of service detailed in the service level agreement, KPIs and within the schedules of the contractual terms and conditions are achieved
* Contribute to the growth of all services in order to meet client and commercial expectations whilst maintaining strict budgetary and cost control
* Embracing the principles of Collaborative Business Relationships (44001), in line with Sodexo’s vision and values
* To manage all aspects of performance of an assigned group of direct reporting front line colleagues
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| 2. Dimensions  |
| Revenue FY13: | €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  | * Deliver excellent guest services
* Achieve excellent customer, client and consumer satisfaction
* Effective allocation, scheduling and use of resources, and cost control
* Effective communication and team ethos
* Company and legislative compliance
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| 3. Organisation chart  |
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| **4. Context and main issues**  |
| * Unsociable hours as business requires and as scheduled, flexibility on work schedule and location
* Duty manager ‘on call’ and holiday/weekend cover as scheduled
* Collaboration with team members (Unit Managers) to ensure the effective delivery and management of the guest services on site
* Effective collaborative working with Sodexo, DIO, MOD stakeholders
* Ensure all practices are in line with Sodexo policies and procedures and those set out within Health and Safety and Food safety guidelines/legislation
* To act as a site Subject Matter Expert (SME) where appropriate to support other team members and managers, offering guidance and support where required to achieve whole site services knowledge and develop a multi skilled team
* Manage change effectively
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| 5. Main assignments  |
| * Create, develop and maintain excellent client/customer/colleague relationships through the delivery of guest services
* Work in conjunction with Unit Managers team to plan, organise and coordinate service activity across the site and outstations
* Investigation into cash discrepancies completion and reported
* Actively drive a safety culture by demonstrating a contribution to all health, safety and well-being initiatives
* Hold team briefs, huddles, conduct safety walks as required
* Carry out, record and manage all training on-site
* Attend performance development reviews to discuss job standards and agree development activities
* Maintain clean and tidy, professional work areas at all times
* Maintain high levels of personal hygiene and wear the appropriate uniform and PPE as required
* Manage effectively all resources including equipment, materials, labour resourcing and supplies
* Report all near miss occurrences, accidents immediately
* Make safe and remove from use faulty/defective equipment immediately and report to management
* Monitor and report the performance of service partner suppliers and/or contractors as required to ensure they meet the service level agreements in place to include and not limited to ; waste, laundry, tailoring and window cleaning
* Manage information with discretion and strict confidentiality in order to comply with data protection and legislation, contract requirements
* Ensure daily standards of service across the site, as detailed in the service level agreement, within the schedules of the contractual terms and conditions and in line with applicable Sodexo service offer standards
* Contribute to the growth of services in order to meet client and commercial expectations whilst maintaining strict budgetary control
* Improve performance through adherence to all promotional activity and marketing initiatives
* Manage service partner services on site operationally and complete all related procedures;
* Carry out any other reasonable requests as directed by management
* To provide the Site Administrator daily with all accounting documentation and any operational requests for new starters/security
* Assist all visitors and guests to site, adhering to all local site rules
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| 6. Accountabilities |
| Leadership and people* Role model the company values to drive employee engagement and team performance through effective communication and the application of Sodexo HR policies and procedures

Risk, governance and compliance* Ensure procedural compliance to include cash, stock, property, information and data

Financial management* Contribute to the financial performance of their business area through effective resource use and cost control

Relationship management * Responsible for delivering excellent guest services, developing and maintaining good relationships with clients and customers and to resolve any concerns or complaints raised effectively

Operational management* Responsible for managing compliance with legal, regulatory and company requirements including the quality management system

Service excellence* Drive all aspects of service excellence across their operational business area including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards

Continuous development* The role holder should look for improvements and efficiencies at every opportunity to increase sales and/or reduce costs
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| 7. Person Specification  |
| Essential:* Experience of working in a management role within the soft FM service industry
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* Good numerical, interpersonal and communication skills, must be able to demonstrate effective verbal and written communication
* Management knowledge of health & safety and food safety
* Ability to make independent decisions and able to work on own initiative within a team environment
* Able to demonstrate attention to detail and adherence to standards
* Analyse problems analytically, develop opportunities and implement innovative solutions

Desirable:* Working knowledge of Kronos, UDC Payroll
* Health and Safety qualification equivalent to IOSH managing safely
* Food safety qualification equivalent to CIEH level 3
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| 8. Competencies  |
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| * Growth, client and customer satisfaction, quality of services provided
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| * Rigorous management of results
 | * Analysis and decision making
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| * Leadership and people management
 | * Planning and organising
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| * Innovation and change
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| * Brand notoriety
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| 9. Management Approval – To be completed by document owner |
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| Document Owner | SC  |

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