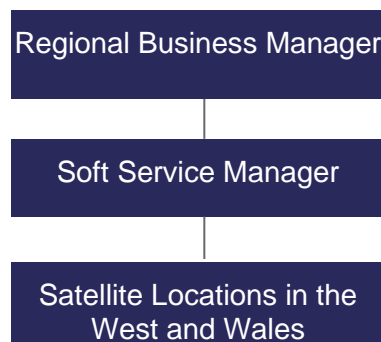


# JOB DESCRIPTION

Position Title	Soft Service Manager	Department	MoJ
Generic Job Title	Business Manager	Segment	Defence & Government Agencies
Grade	K1	Location	West and Wales
Reports to	Regional Business Manager West	Office / Unit name	

## ORGANISATION STRUCTURE

Organisation structure - insert as appropriate for Segment



## Job Purpose

- The overall accountability and responsibility for the day to day management, co-ordination and control of all contract activity within designated region, as set out in the contract service specification, work package C
- To actively promote and maintain a positive health, safety and wellbeing culture within designated contractual region
- Responsibility for rigorous management of regional P&L account
- Lead, develop, manage and motivate a high performing team to the agreed standards ensuring that the client receives services of the highest quality
- To maximise the profitability of the contract and manage costs effectively
- Act as the operational interface between the client(s) and the Account Manager/Director (or equivalent)
- Manage the onsite client and Sodexo services and teams to deliver the agreed SLA and standards, acting as Sodexo primary representative on site
- Provide direction and expertise to the operating area by promoting Sodexo strategies and best business practices in order to uphold the company mission and values
- Ensure that statutory requirements and company policies and procedures are followed and deadlines are met

- Build long-term relationships with local customers and client representatives that add value and are based on mutual trust
- Support the account manager/director (or equivalent) in the development of business strategy in line with current and emerging client needs
- Contribute to and maintain sector and account development plans, as well as supporting the change management process and associated Service Levels Agreements (SLAs) ensuring risks are mitigated
- Drive innovation and continuous improvement of people, systems, processes and services
- Support the business development and regional management teams to identifying opportunities with other clients to maximise profit and growth
- Embracing the principles of Collaborative Business Relationships (BS11000), in line with Sodexo's vision and values

### **Accountabilities or "what you have to do"**

#### **Growth, client and customer satisfaction**

- Full accountability of all designated sites including operational service delivery, financial management, client relationships, compliance and people management
- Have a strong understanding of all service offers contained within the client contract with a sound ability to draw upon Centres of Excellence where appropriate
- Effectively contribute to the business development pipeline through evaluation, review and recommendations for additional scope of work and services to the client
- Build a full understanding of contract scope and form (e.g. payment mechanisms, procedures and variation control) and their importance when managing a site and the services provided, including the ability to calculate the rewards and penalties of meeting or not meeting KPIs
- Ensure the contract operates within the commercial and legal terms and conditions of the contract and deliver to the SLA(s) and standards required
- Ensure the contract is being delivered in a profitable way and manage costs for the client and Sodexo
- Understand Sodexo contract compliance policies and procedures
- Develop strong working relationships with on-site customer(s)/client(s) and Agents and operate proactively in line with the Clients for Life Philosophy to enhance client retention and customer satisfaction, gain referrals for new business and attract new clients and customers
- Utilise the Web of Influence to develop relationships with multiple tiers within the client organisation
- Carry out regular contract performance review meetings with the client

#### **Rigorous management of results**

- Maximise the profitability of the operation by managing costs and increasing the sales through the development of an agreed budget and business plan
- Ensure that Sodexo accountancy, documentation and administration procedures are delivered to the required contractual specifications
- 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
- Evaluate financial performance and develop action plans to improve e.g. aged debt profile, stock management
- Utilise systems such as SAP reporting, UDC payroll and Service Trac
- Ensure that stock is managed and controlled effectively
- Implement, maintain and communicate to employees the client, and Sodexo standards and statutory regulations relating to safe systems of work, health and safety, food hygiene and Company Quality Management system in order to ensure compliance
- Where relevant, ensure correct usage and cleanliness of equipment, reporting defects as required
- Where relevant, ensure maximum security of the site, e.g. kitchen, stores, office, safe and cash handling and adhere to all relevant Sodexo policies and procedures

- Process payroll in a timely manner and within company policy
- To ensure that all statutory regulations and Sodexo policies concerning the employees and casual workers are adhered to
- Have a broad understanding of all Sodexo risk, reporting and governance processes; ensuring compliance with all Sodexo, client and on-site policies and procedures/systems and statutory regulations and ensure that licences and qualifications are met and retained and consequences managed appropriately
- 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
- Liaise with other departments to ensure the right technology, systems & IT equipment is installed
- Ensure client and customer monthly billing and invoicing is carried out correctly and traded via E-prophit or associated systems in a timely manner (i.e. weekly/monthly)
- Interpret financial reports to influence local decisions and improve performance
- Ensure the risk register is completed and business continuity plans are up to date and can be implemented when needed
- Implement any actions arising from the risk register and drive continuous improvement
- Liaise with the central quality team to ensure quality assurance, best practice and compliance standards
- Ensure compliance with Unit Business Health Check and other audit measures
- Ensure the unit has a training and development plan to ensure that employees receive the necessary legislative training, on job training and career development activities to aid succession planning which are planned and recorded

### **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 the focus on five 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

### **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
- Live the Sodexo values and promote brand standards as an ambassador.
- Drive all aspects of service excellence across the business area including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards.

### **Planning and Organising**

- Plan and prioritise workload and tasks effectively for self and others to minimise reactivity, maintain a work life balance and ensure the right number and calibre of personnel are allocated to logistics tasks

## **Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”**

- Compliant delivery and performance of contracted services as measured through performance management systems and monthly management information reports
- Business is achieving financial objectives (profit and cost controls) in line with unit budget and business plans and delivering on-site services to the standards/SLA(s) in the contract. Commitment registers are being kept up to date, purchase orders raised and authorised appropriately and business traded in correct period.
- Business, contract delivery and client risks managed in controlled and structured manner and service standards across the site are in line with or above client's expectations and reviewed on ongoing basis
- Continuous improvements are made to enhance the delivery of onsite services to exceed client/customer expectations
- Clients perceive and demonstrate satisfaction with services delivered, contract performance and Sodexo employees
- High performing on-site team, demonstrated through the effective implementation of Focus on Five, Employee Performance Review (EPA) and talent processes and staff engagement surveys
- All operational audits are passed by the unit e.g. Safeguard and Unit business health checks
- Retention of Investors in People Accreditation and high employee engagement

<b>Dimensions</b>	
<i>Financial</i>	<ul style="list-style-type: none"> <li>■ Achieve budget and defence and government services KPIs</li> </ul>
<i>Health and Safety</i>	<ul style="list-style-type: none"> <li>■ Pass all internal and external audits</li> <li>■ Company and legislative compliance</li> </ul>
<i>Customer Service</i>	<ul style="list-style-type: none"> <li>■ Completion of team briefs, EPA's and improve employee engagement levels</li> <li>■ Keep within agreed measures on customer and client score cards.</li> </ul>

- Experienced in using Microsoft Office

## Competencies

■ Client Growth and Customer Satisfaction	■ Innovation and Change
■ Rigorous Management of Results	■ Brand Notoriety
■ Leadership and People Management	■ Planning and Organising
■ Analysis and Decision Making	■
■ Industry Acumen	■

## Skills, Knowledge and Experience

### Essential

- Previous experience of operational management in a similar environment
- People management experience
- Ability to interpret and utilise financial and commercial information
- Able to demonstrate working knowledge of word, Excel and Outlook
- Good numerical, interpersonal and communication skills, must be able to demonstrate effective verbal and written communication
- Manage multiple workloads and shifting priorities
- Self-motivated and able to work on own initiative within a team environment

- IOSH managing safely Qualification
- Experience of managing conflicting expectations of the client and consumer within one business area

## Contextual or other information

- Regular travel and occasional overnight stays will be required

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Document owner			