

Job Description:

Soft Service Manager – Schoen York



Function:	Healthcare
Job:	Soft Service Manager
Position:	Soft Services Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Regional Manager Nuffield North
Additional reporting line to:	
Position location:	Schoen Hospital York

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

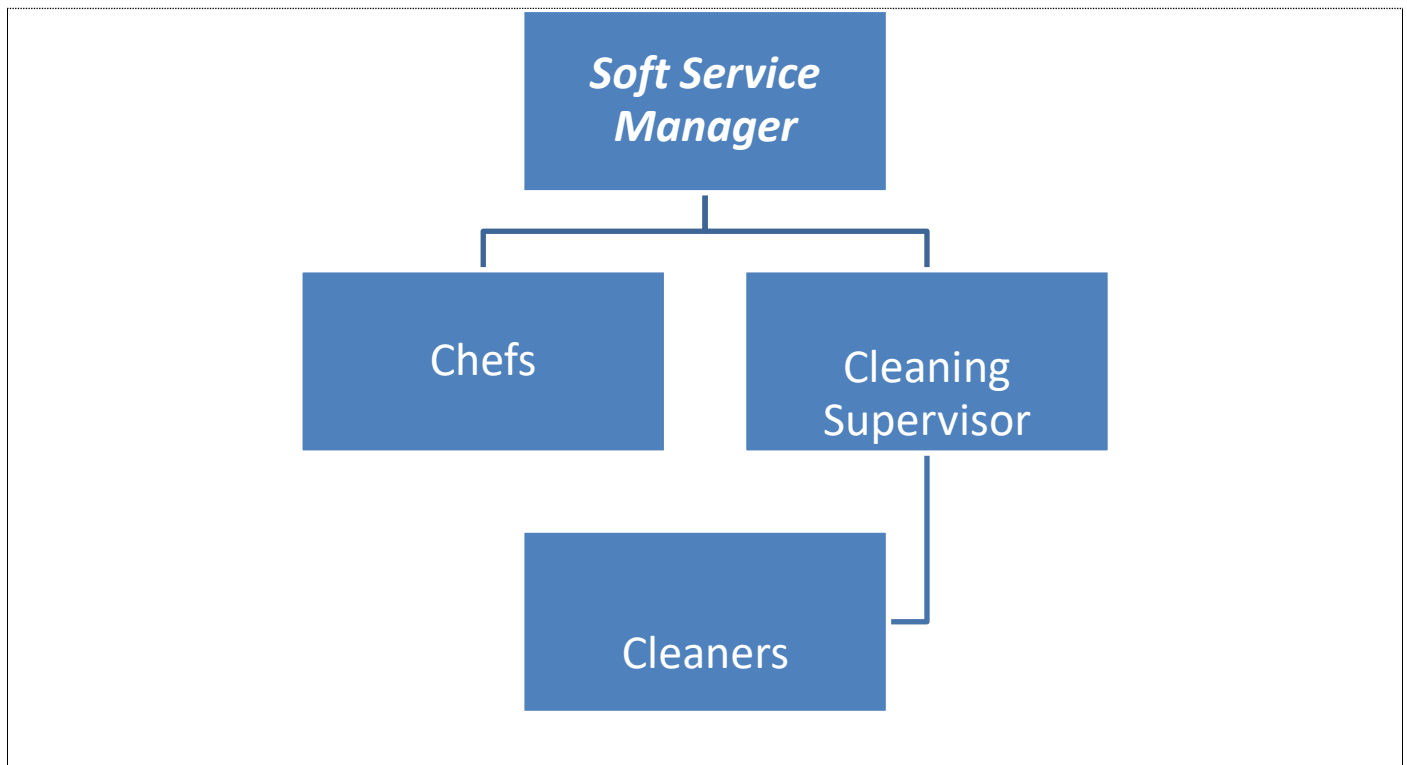
Manager the onsite services including Catering, Cleaning, Laundry, Waste Management, Pest control. You will have to ensure services are delivered in a clean safe environment ensuring all areas of safeguard, EHO and Schoen policies are adhered too. Manage all aspects of staffing and ensure the smooth running of services. Liaise with client to ensure all requests are completed within the required timeframe. Attend client meetings and represent Sodexo.

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 FY16:	€tbc	EBIT growth:	tbc	Growth type: n/a	Number of staff	24
		EBIT margin:	tbc			
		Net income growth:	tbc		Services	Catering, Window cleaning, grounds maintenance
		Cash conversion:	tbc			

Characteristics

3. Organization chart – Indicate schematically the position of the job within the organization. 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.

- Ensure services at the remain within remit are managed to contractual and legal requirements and to budget.
- Recruit, motivate and manage the staff, ensuring they are fully trained and developed for the roles they hold.
- Maintain regular, meaningful client contact and produce appropriate reports and actions from this.

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

- Order all provisions in line with Sodexo ordering policy and using Recipe online or for nonfood goods use nominated Sodexo suppliers.
- Ensure that all areas of the kitchen and food service areas are kept clean and well maintained. Reporting any defaults to client and helpdesk and ensuring completion of outstanding issues
- To ensure completion of all the Sodexo SMS paperwork, temperatures, electrical checks, COSHH, HACCAP etc.
- To pass all internal and external audits such as safeguard, EHO
- To managing the team to achieve the desire results driving forward service excellence and delivering quality.
- Train all members of the team using the Sodexo GREAT training cards, induction and competency observations.
- To ensure the weekly rotas are complete in the correct time frame and labour is managed within budget agreements.
- To complete daily and monthly billing

- Complete daily cashing up in accordance with Sodexo's trading procedures
- Close accounts at agreed times
- Comply any reasonable requested by your line manager in the required time frame.
- HR issues are dealt with in accordance to training.
- Manage your emails and correspond in a timely professional manor.
- Liaise with the hospital director and client's team.
- Provide client quotations and mange subcontractors if successful.

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.

- Achieve a PSS client KPI.
- Positive PSS comments
- Pass internal audits.
- Acquire a 5-star EHO audit.
- Acquire a green safeguard result.
- Monthly P&L in profit

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

- Organised and by able to deliver on time.
- Track record of developing and leading a team
- Good written and verbal communication
- Proficient with Microsoft office suite
- Previous management experience in delivering results.
- Experience in managing client relationships.
- Catering experience essential – craft base knowledge to help with menu development and occasional cover in kitchen.

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

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ Leadership & People Management
■ Rigorous management of results	■ Innovation and Change
■ Brand Notoriety	
■ Commercial Awareness	
■ Employee Engagement	
■ Learning & Development	

9. Management Approval

Version		Date	5/2/24
Document Owner			