

# Job Description: Mobilisation and Change Manager

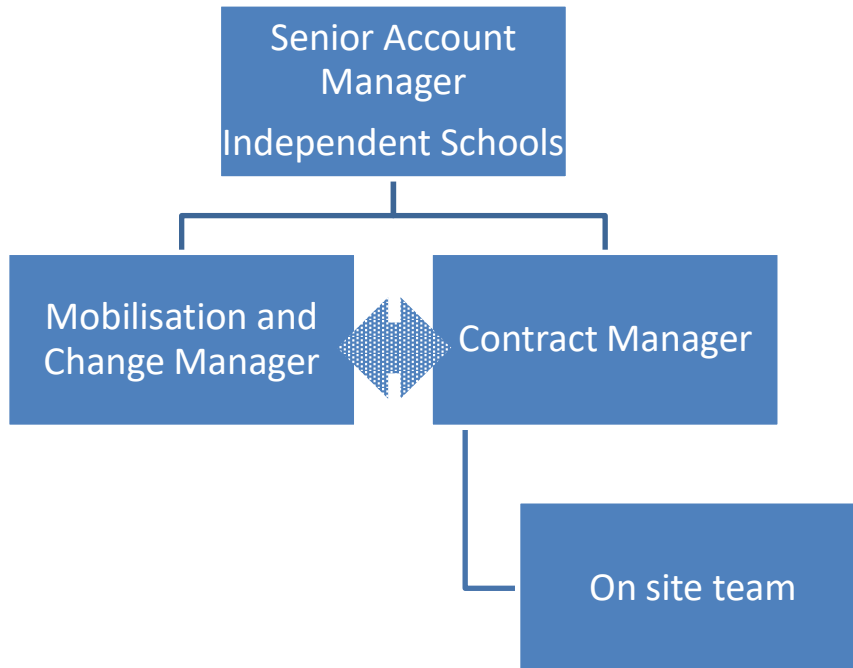


Function:	Independents by Sodexo
Job:	Mobilisation and Change Manager
Position:	
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	TBC
Additional reporting line to:	
Position location:	Fife, North East Scotland

## 1. Purpose of the Job

- Lead the strategic and operational integration of a new prestigious contract into existing UK and Ireland Independent schools' segment from pre contract award, through contract mobilisation to stabilisation and steady state
- To help create and then oversee an agreed change management programme to ensure tender promises are delivered over an agreed timeline. To lead the development of this programme, articulate and agree key milestones and KPIs. Monitor progress manage risk and deliver agreed updates to all stakeholders.
- Act as the primary representative of Sodexo for new site mobilisation, managing the mobilisation plan alongside Contract Manager, Senior Account Manager and HR
- Liaise with both technical and functional experts from within Sodexo to ensure that an exemplary service is provided at all sites
- Support the on-site team and client in change programmes. Be a trusted advisor to the client - guide and assist in a proactive and empathetic manner on all occasions.
- Ensure a safe, compliant environment for our team and our customers by ensuring processes are followed and gaps identified and escalated to resolution.
- In partnership with Contract Manager, ensure on-site team are delivering against Key Performance Indicators and client contract expectations and instil a culture of continuous improvement and service excellence
- Manage an agreed set of meeting and reporting protocols to ensure consistent, accurate and quality communication at all times with all stakeholders.
- Deliver all key milestones on time and to the required standard.

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

**Safety and Compliance**

- Lead the management of Health, Safety and Environmental Legislation relating to integration of sites ensuring the statutory requirements are met and all records maintained up to date
- Embed a Zero harm culture within the site.
- Ensure that all accidents and unsafe situations must be reported immediately, and accidents recorded in the Accident Book and/or Salus
- To lead recruitment and ensure the site complies with all legislation and processes around safeguarding.

**Growth, client and customer satisfaction**

- Take overall responsibility for ensuring that the mobilisation and change plan reflect agreed contractual terms. Ensure that the overarching plan links to a unit business plan which is reviewed at least quarterly by onsite Contract Director, showing key objectives, goals and measures pertaining to the contract
- Understand the contracts scope and form within area of responsibility and their importance to managing a site and the services provided including the ability to calculate the rewards and penalties of meeting or not meeting KPIs
- Ensure that all commercial activities maximise shareholder value and return on assets and capital employed
- Establish with the client and Contract Manager a process around commercial and financial management of contract with focus on looking forward, analysis of trends and an agreed format around comprehensive client reporting
- Attend monthly and quarterly reviews and maintain web of influence & prepare update reports in advance.

### **Rigorous management of results**

- Work with Accounts Manager to ensure all new contracts are operating as efficiently and effectively as possible according to KPIs and contractual agreements
- Work with all stakeholders to ensure timely deliverables of key mobilisation activity
- Ensure compliance with nominated suppliers in line with Sodexo policy and ensure suppliers have undergone rigorous safety checks through the Vendor Governance Team.
- Ensure that health and safety is given the number one priority by delivering all Safeguard administration in advance of and during logistical operations. Lead where appropriate, and take part in management and employee briefings to deliver safety information to include; Food Safety, Health and Safety, Fire Safety, First Aid and any statutory, client or venue specific safety requirements
- Ensure the business complies with all Company and client policies and procedures/site rules and statutory regulations and that licences and qualifications are met and retained, and consequences managed appropriately.
- Ensure all business units are set up to comply with all business processes and systems such as trading procedures
- Own the risks and risk register and monitoring risks through on new business and areas of responsibility.
- Ensure continuous oversight of all business continuity plans within contracts and ensuring they relate to wider Sodexo plans to maximise efficiencies.
- Risk and Compliance, analysis of indicators and coaching to embed good practice
- Ensure the unit complies with appropriate controls and meets all other audit standards
- To engage with key client groups - "Walk the Floor" during service periods and engage and interact with clients, colleagues, and any visitors.

### **Leadership and people management**

- Lead HR function where necessary with recruitment, induct, motivate, manage, train and develop all employees following Sodexo HR policy and guidelines
- Role model the focus on five behaviours to improve engagement, enhance performance and retain Investors in People accreditation
- Grow strong relationships with clients to ensure a profitable long-term partnership
- Hold regular team meetings with Senior Account Manager and Contract Manager to ensure the cascade of information down to unit level employees.
- Build and maintain a thorough understanding of Sodexo strategy and financial goals, Sodexo policies, procedures and processes such as people management, health and safety etc. to ensure compliance
- Facilitate a high support, high challenge performance management culture
- Build personal effectiveness in all situations
- Manage day to day contact with key stakeholders

### **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
- Deliver and guide the introduction of innovation with tender response

### **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
- Promote the health and well-being of employees
- 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

### 5. 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.

- Deliver commercially and contractually sound solutions in conjunction with the sales team to the client within their overall change programmes.
- Internal change programmes in place with risks being identified, managed and mitigated
- Continuous improvement plans in place for specific clients and customers across the estate
- Account development strategies and plans in place together with controls and governance to ensure delivery of said plans. Connect strategies to overall business plan as well as market and client led changes
- Manage an agreed set of meeting and reporting protocols to ensure consistent, accurate and quality communication at all times with all stakeholders.
- Self-reporting – to seek feedback and be flexible and agile where required.
- **High levels of client engagement via demonstrably strong relationships built on mutual respect and trust**
- Successful mobilisation of new services sold
- Demonstrate a knowledge of best practice to ensure client and customer receives most appropriate quality solution on all occasions.
- Liaise with key subject matter experts and project management team to agree any refurbishment and/ or re-design projects to ensure successful delivery of said project within agreed timelines.

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

### Essential

- Experience of working in a catering environment
- Proven operational knowledge, skills and experience in managing 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
- A proven ability to set one's own standards and operate to performance criteria
- Self-motivated and able to work on own initiative within a team environment
- Flexible, agile, strong interpersonal and stakeholder management skills

### Desirable

- **Contextual or other information**
- Proven experience in managing mobilisations and change management programmes preferably in an education environment
- This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will always be required to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

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

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

## 8. Management Approval – To be completed by document owner

Version	V1	Date	
Document Owner			