

Job Description:

Operational Support Manager for Domestics and Cleaning Services

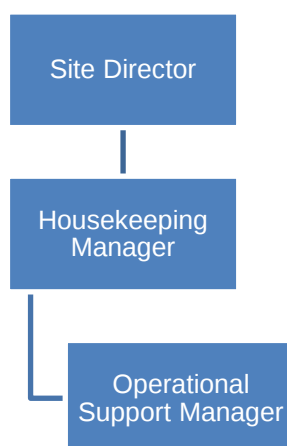


Function:	Health & Care
Position:	Operational Support Manager for Domestics and Cleaning Services
Immediate manager (N+1 Job title and name):	Housekeeping Manager
Additional reporting line to:	Site Director
Position location:	ESNEFT

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

- Support the Domestics Manager in the effective delivery of cleaning and domestic services across the Colchester site, with a particular focus on **strategic workforce planning, labour mapping, and service optimisation projects**.
- This role plays a key part in ensuring the service is **resilient, efficient, and aligned to operational demand**.

2. 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.



3. 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 post holder will be responsible for our Domestic Service at Colchester General Hospital. The post holder will require the following areas of performance indicators:

- **Relationship Management** Is highly effective at building and maintaining win-win business partner relationships internally and with clients.
- **Resilience** Sustains momentum when faced with challenges. Balances competing demands and responds well to changed priorities.
- **Impact and Influence** Communicates effectively and inspires people at all levels. Gains the commitment of others to drive towards and achieve a high engagement and performance culture.
- **Analysis and Decision Making** Incisive and strong willed in focusing on achieving business goals. Able to analyse the cause of a problem and identify solutions.
- **Planning and Organisation** Consistently completes deliverables within deadline, within budget, and beyond expected quality, even under adverse conditions.
- **Continuous Improvement** Seeks to continuously improve outputs for the benefit of the business. Constantly raises the standard and quality of work, benchmarking against best practice
- **Identify opportunities to further develop the portfolio of services**, ensuring delivery within agreed Health and Care parameters

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

- Assist in the **design and implementation of workforce planning models**, ensuring staffing levels are aligned with service needs and budget constraints.
- Lead and support **labour mapping exercises**, including shift pattern reviews, skill mix analysis, and deployment planning.
- Work closely with supervisors and team leaders to **gather operational insights** and translate them into actionable workforce strategies.
- Monitor and analyse **absence trends, workload data, and service KPIs** to inform planning decisions.
- Support the Domestic Manager in **rota planning, resource forecasting, and project delivery**.
- Contribute to the development of **digital tools and dashboards** to improve visibility of workforce metrics.
- Act as a point of contact for **workforce-related queries**, supporting consistent and fair deployment practices.
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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.

- Accountable for delivery of the Company Financial Targets within area of responsibility
- Accountable for a high quality, patient focused operations and service delivery
- Accountable for development on the 12 month site business plan within area of responsibility
- Accountable for third party/organic income generation through a customer focused culture and own a commercial focus to drive variation opportunities
- Accountable for delivering a zero accident Health and Safety culture within area of responsibility
- Accountable for people development, succession and engagement within area of responsibility.

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

- Experience in operational or facilities management, ideally within cleaning/domestic services or a similar environment.
- Strong analytical skills with experience in **workforce planning**, **rota design**, or **labour modelling**.
- Confident using Excel and workforce planning tools; experience with e-rostering systems is a plus.
- Excellent communication and stakeholder engagement skills.
- Ability to work independently and manage multiple priorities in a fast-paced environment.

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

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

8. Management Approval – To be completed by document owner

Version	1	October 2025	
Document Owner			

9. Employee Acceptance

Signed:		Date	
Print Name:			