**EXPERTISE**

Job description

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| Function: | Operational Excellence - Business Improvement and Growth |
| Position: | Facilities management – operational excellence manager |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager  (N+1 Job title and name): |  |
| Additional reporting line to: |  |
| Position location: | UK based, with travel across UK&I as required |

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| 1. Purpose of the Job – State concisely the aim of the job. |
| Responsible for providing business improvement support across Corporate Services UK&I. This includes contract management, workforce management and operational excellence. The role involves activities within bidding, mobilisation and day to day contract delivery. Supporting the monitoring of contracts, identifying opportunities to implement innovations and drive efficiencies for our contract operations. Supporting the deployment of the annual Business Improvement Management Programme and subsequent profit improvement plans. Involvement in the deployment of CMOE (contract management operational excellence) systems and processes.  The function will manage the company strategic ambition of Improving our Competitiveness by driving process and behaviour that will have a positive impact on profit and revenues. Provide training and actively support activities across all segments to ensure financial and operational success. |

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| 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 FY24: | €608m | |  |  | Growth type: | New Dev & Cross Sell €50m | Outsourcing rate: | n/a | Region Workforce | 10,000 |
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|  |  | Outsourcing growth rate: | n/a | HR in Region | Yes |
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| Characteristics | | * The Operational Excellence manager has a potential target to drive €750K per year Gross profit / risk avoidance * People: Coach and develop others, develop rapport at all levels to collaborate and influence change * Growth: Increase success of tenders and contribute towards improved sales and margin strategy targets for 2025 | | | | | | | | |

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| 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. Please show the job titles not the actual people doing the role, i.e. Finance Manager, Project Manager |
| * This role will report directly into the Managing Director * The employee will work closely with our Commercial and Finance Teams to ensure the contracts are performing in line with expectations * The employee will also be part of the Business Improvement and Growth Network |

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| **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. |
| * Optimised contract execution (Improved profitability and scope) * Extensive travel within country * Being able to influence management without authority * Direct Interface with Account Directors and Managers, Clients at Contract level * Bring broader market best practice in given service lines to the table to drive new innovations and thinking utilising Operational Excellence tools and methodology |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Working with our teams to review contract performance and identify opportunities to drive excellence for both our clients and Sodexo * Identify opportunities to implement new innovations to drive value and efficiencies for clients * Identify opportunities to improve profitability on the contract without impacting experience * Delivers training and onsite deployment of the CMOE tools * Keeps a live opportunity tracker up to date with cross sell, growth and innovation initiatives * Uses lessons learned and benchmarking in optimisation to drive growth in bids and avoid cost following mobilisation * Shares best practices in any service line and drives consistency in approach * Adheres to and drives compliance with Company and customer/client policies and procedures * Ensures confidentiality of materials and information * Works collectively to achieve business objectives whilst promoting collaboration, co-ordination and teamwork |

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| 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. |
| * Realisation of savings/growth against agreed plan * Driving performance of contracts operationally and financially * Strategic focus on improving business performance across a portfolio of clients * Strong internal relationships within the business and able to communicate effectively at all levels |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Demonstrable experience of working in an operational role within facilities management at comparable level with proven ability to manage multiple services to agreed specification and within agreed financial parameters * Knowledge and understanding of site operations to recommend, implement and complete projects * Knowledge and experience of labour optimisation * Knowledge and understanding of Lean and Six Sigma principles or similar qualification an advantage but not essential * Able to demonstrate a good understanding of the importance of contract compliance * A degree education in any field will be considered an advantage but is not essential * Effective communicator both orally and in writing, with the ability to influence without formal authority. The role may require strong negotiation stills and the ability to convey complex and/or detailed information to various stakeholders. * Ability and willingness to develop employees and support career growth * Demonstrates good inter-personal skills and develops relationships based on mutual respect and professionalism * Good financial acumen, able to interpret and analyse financial information. This includes a good understanding of the key drivers (both internal and external) that shape company performance * Pro-active, demonstrating initiative and anticipates needs * Constantly raises the standard and quality of work, benchmarking against best practice * Demonstrates discretion and ability to deal with confidential issues * Has a good understanding of contract law and the ability to negotiate key contract terms |

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| 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 *(Strategy & Implementation)* | * Leadership & People Management *(Leading for Excellence)* | | * Rigorous management of results *(Delivery of Stretched Results)* | * Innovation and Change *(Personal & Influencing Skills / Driving for Change)* | | * Brand Notoriety *(Promotion of Brand)* | Business Consulting and Transformation Programme Design & Delivery | | * Commercial Awareness |  | | * Employee Engagement |  | |  |  | |