

Job Description:
(General) Services Manager

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| Function: | Operations, Corporate Services |
| Position:  | General Services Manager |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | General Services Manager |
| Additional reporting line to: | Client Relationship Manager |
| Position location: | Mayo  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To provide the leadership to onsite team, whilst effectively manage the IFM operational delivery by liaising with the team to ensure that exemplary facilities services are provided across the contract.
* To support with the strategic strategy for the site.
* To be responsible for the contract performance and lead a management team to ensure delivery against Key Performance Indicators.
* Point of escalation and issue resolution for all day-to-day operational items
* Foster long term profitable relationships with customer/client to maintain existing business and identify new business opportunities by delivering operational excellence.
* Ensure a safe, compliant environment for our teams and customers by ensuring processes are followed and gaps identified and escalated to resolution.
* To lead compliance contract review plans across the contract, delivering technical services & soft services.
* Develop the Sodexo brand and reputation with external professional organizations.
* To actively work with GSM and SMEs to resolve operational issues across all contract.
* To lead on development plans for the growth of the business specifically driving the growth in the site.
* Implement transformation and change programs, maximising operational excellence, maintaining process improvement and service development.
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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 FY 20:  |  | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Site Workforce |  |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  |  |
| Cash conversion: | tbc |
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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. |
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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. |
| * Lead the development of strong and sustainable relationships with internal and external stakeholders to influence change. Gain credibility and influence by finding common ground and creating trust.
* Responsible for operational problem resolution and issue escalation.
* Measure SLA, KPI and service standards against the agreed and obligated levels.
* Implementation of new innovations as required.
* Be an informed and authoritative point of contact for the key stakeholders at sites(s) to address any technical, performance or operational issues.
* Identify and implement opportunities for business growth.
* Ensure forecasts are completed and track performance against budget taking appropriate actions to manage P&L in line with contract.
* Manage the P&L to maximize profit and control of costs to ensure budgets are met.
* Help in carrying out in depth reviews and reports of the sites(s) finances at the end of each period and ensure action plans are put in place as required.
* Drive consistency across all sites(s) and share best practice with others within the contract portfolio.
* Full understanding of contractual guiding principles applicable to site(s) under agreement and delivery of content to site(s)
* Health and Safety - Support with increasing awareness and driving behavioural safety to achieve a zero- accident mindset culture.
* Support and maintain the teams’ engagement levels.
* Ensuring that committed targets are met or exceeded and that costs and revenues are closely managed over the course of the financial years to ensure clarity on performance and provide the means to respond rapidly to any threats to financial performance.
* Measures include revenue growth, profitability and contract KPIs/CPIs targets.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Ensure contract is performing within the agreed SLAs and in line with the contractual terms.
* Take responsibility for your business area that the contract is performing in line with the agreed SLAs
* Ensure your business area performs to budget and improve financial performance utilising nominated suppliers, maximising labour productivity in line with Company models, policies and procedures and controlling costs.
* Continuously seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards.
* Undertake Management reviews with the customer on performance monthly.
* Support the strategy for growth – with a focus on technical services, soft services and projects.
* Effectively manage the client relationship including proactive measurement with the clients for life process for retention and customer
* Assume full responsibility for contract outputs and management of services against contracted scope of works
* Reporting on SLAs and delivering action plans to ensure that SLAs are met/exceeded.
* Ensuring that the risk related to new and existing services have been established, assessed and mitigated against
* Managing vendor compliance in line with Sodexo's procedures
* Managing compliance including standard operating procedures, purchasing, statutory requirements (health and safety)
* Implementing any actions arising from the risk register
* Ensuring that H&S procedures and standards and central H&S directives are being complied to, including ensuring that contractors comply with necessary standards.
* Coach managers to ensure, employees’ performance is managed through the Sodexo performance management processes and talent development and succession planning activities take place.
* Oversee labour management and ensure that this is being managed effectively.
* Comprehensive knowledge of contract(s) scope and form (e.g. variation control), managing the IFM services to and across the site.
* Deployment of the Sodexo iniative’ s ie Maximo, Lean path, Kelsuis, Wando etc….
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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. |
| Customer focus  * Support the internal business to deliver consistency of service and compliance across the contract.
* Develop our external brand with external bodies.

Financials exceeded * Proactively work with all areas of the business to ensure a culture of Cost Leadership by careful control of costs and proactive identification of cost saving initiatives.
* Budget managed rigorously to ensure it is met or exceeded.

Projects* Undertaking specific project work when required

Reporting * Able to prepare and write clear and concise reports that capture the prevailing issues and present practical solutions/objectives.
* Provide detailed summaries for client governance meetings.

Communication & Engagement * Actively promote engagement through proactive and timed communications
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Essential*** Experience of working with a Senior Management Team, dealing with sensitive and confidential matters and playing a key supporting role in the development and growth on the contract
* Resilient, able to work autonomously, and comfortable with rapid change.
* Professional membership in an appropriate discipline
* Proven strong communication skills, both oral and written
* Analyses contract performance and feedback to influence strategy development.
* Flexible approach, self-motivation with ability to work under own initiative or as part of a team.
* Excellent communication skills with the ability to select the most appropriate method of communication with the ability to present professional information in a relevant and well-reasoned manner at all levels.
* Able to influence in a variety of ways at all levels of: Clients, Suppliers, Industry & Market. To enable business to achieve strategic and operational objectives.
* Able to develop a culture of continuous improvement that positively impacts clients and suppliers.
* Able to make difficult decisions and articulate the rationale and why other options have not been implemented.
* Degree level or equivalent in Building Engineering Services degree or equivalent and Business Management
* Knowledge of ISO55001 – Asset Management
* Working knowledge of CAFM systems including Global Maximo
* Experience in a large Pharma site.

Desirable * Knowledge of Sodexo systems and processes
* Ability to use Microsoft Project and Visio would be an advantage.
* Proven health and safety competency with documentary evidence

Other relevant information * To relieve and assist in other establishments in certain circumstances.
* To attend meetings and training courses as requested.
* 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 be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
 | * Learning & Development
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