

WORKPLACE MANAGER JOB DESCRIPTION

Function:	Corporate Services - Operations
Position:	WORKPLACE MANAGER
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Lee Jakeman, Account Lead, UK
Additional reporting line to:	
Position location:	Regent Street, London

1. Purpose of the Job

To deliver and manager the delivery of multiple IFM services at the flagship Microsoft Experience Centre and smaller central London facilities including Bishops Gate & Swallow Place

2. Dimensions

Revenue FY21:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region	Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc	
		Net income growth:	tbc							
		Cash conversion:	tbc							
Characteristics		<ul style="list-style-type: none">▪ Customer obsessed▪ Eye for detail▪ Real passion about hospitality								

3. Organisation chart



4. Context and main issues

- Compliant delivery and performance of contracted services as measured through performance management systems and monthly management information reports
- Sites are achieving financial objectives (profit and cost controls) in line with unit budget and business plans and delivering on-site services to the standards/SLA(s) in the contract.
- Contract delivery and client risks managed in controlled and structured manner.
- Service standards across the sites are in line with or above client's expectations and reviewed on ongoing basis
- Continuous improvements are made to enhance the delivery of onsite services with a real focus on world class hospitality to exceed client's expectations
- Clients perceive and demonstrate satisfaction with services delivered, contract performance and Sodexo employees
- Recognised leader within the business and account team
- Creation of internal networks and forums for sharing best practice at technical, business, sector and client levels
- High performing on-site team, demonstrated through the effective implementation, Employee Performance Reviews and talent processes and staff engagement surveys
- All operational audits are passed by the unit e.g. Safeguard and Unit business health checks

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

Growth, client and customer satisfaction

- Have a strong understanding of all service offers contained within the client contract
- Support the account team in the delivery of mobilisations
- Effectively contribute to the business development pipeline through evaluation, review and recommendations for additional scope of work and services to the client
- Host existing and prospective client visits
- Working with the key subject experts, build a full understanding of contract scope and form (e.g. payment mechanisms, procedures and variation control) and their importance when managing a site and the services provided, including the ability to calculate the rewards and penalties of meeting or not meeting KPIs
- Ensure the contract operates within the commercial and legal terms and conditions of the contract and deliver to the SLA(s) and standards required
- Ensure the contract at site level is being delivered in a profitable way and manage costs for the client and Sodexo
- Understand Sodexo contract compliance policies and procedures
- Implementation and embedding of the contractual statement of work

Rigorous management of results

- In conjunction with the finance team ensure monthly expenditure is managed within budget and evaluate financial performance

- Maintain the standards and integrity of the service offers and Service Level Agreement at all times. Carry out a regular service audits and perform activities detailed in the service offer specification under Key Performance Indicators to frequency and level required
- Provide support to central Finance team for data input into systems such as SAP reporting, UDC payroll and Maximo/Facility Link
- Ensure that stock is managed and controlled effectively
- Implement, maintain and communicate to employees the client, and Sodexo standards and statutory regulations relating to safe systems of work, health and safety and Company Quality Management system in order to ensure compliance
- Provide information as required to central Account finance and HR to support processing of payroll in a timely manner and within company policy
- To ensure that all statutory regulations and Sodexo policies concerning the employees and casual workers are adhered to
- Have a broad understanding of all Sodexo risk, reporting and governance processes; ensuring compliance with all Sodexo, client and on-site policies and procedures/systems and statutory regulations and ensure that licences and qualifications are met and retained and consequences managed appropriately
- 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; Health and Safety, Fire Safety, First Aid and any statutory, client or venue specific safety requirements
- Ensure the risk register is completed and business continuity plans are up to date and can be implemented when needed
- Implement any actions arising from the risk register and drive continuous improvement
- Liaise with the central quality team to ensure quality assurance, best practice and compliance standards
- Ensure compliance with Unit Business Health Check and other audit measures
- Ensure the unit has a training and development plan to ensure that employees receive the necessary legislative training, on job training and career development activities to aid succession planning which are planned and recorded

Leadership and People Management

- Recruit, 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
- Build personal effectiveness in all situations
- Carry out operational shifts and support other areas of the business as required

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.

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 tasks

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.

- Manage the on-site contract and all services to the agreed standards, ensuring that deadlines and targets are achieved. Managing agent for site catering & security contracts provided by third party contractors
- Maximise the profitability of the contract and manage costs effectively
- Manage the onsite client and Sodexo services and teams to deliver the agreed SLA and standards, acting as Sodexo primary representative on site including support with the administration of external event planning and co-ordination in conjunction with the site client team
- Promote Sodexo strategies and best business practices in order to uphold the company mission and values
- Ensure that Health, Safety, statutory and Business Continuity requirements and company policies and are met
- Build long-term relationships with client(s) that add value and are based on mutual trust
- Lead, develop, manage and motivate a high performing team to the agreed standards ensuring that the client receives services of the highest quality
- Drive innovation and continuous improvement of people, systems, processes and services

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

Essential

- Experienced in using Microsoft Office
- Previous experience of operational management in a similar environment
- People management experience
- Ability to understand financial information
- Excellent communication skills
- Manage multiple workloads and shifting priorities
- Positive approach to learning in role and identifying own training needs as appropriate
- Self-motivated and able to work on own initiative within a team environment
- Experience of delivering training

Desirable

- IOSH managing safely qualification
- Experience of managing conflicting expectations of the client and site community
- Retail or hospitality background

Contextual or other information

- Occasional travel and overnight stays will be required to undertake training and other business requirements
- 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.

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

<input type="checkbox"/> Growth, Client & Customer Satisfaction / Quality of Services provided	<input type="checkbox"/> Leadership & People Management
<input type="checkbox"/> Rigorous management of results	<input type="checkbox"/> Innovation and Change
<input type="checkbox"/> Brand Notoriety	<input type="checkbox"/> HR Service Delivery
<input type="checkbox"/> Commercial Awareness	
<input type="checkbox"/> Employee Engagement	
<input type="checkbox"/> Learning & Development	