

Job Description:
Business Improvement Coordinator

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| Function: | Business Improvement Coordinator |
| Job:  | Business Improvement Coordinator |
| Position:  | Business Improvement Coordinator |
| Job holder: | TBC |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Business Improvement Manager, Matt Gawthrop |
| Additional reporting line to: |  |
| Position location: | Aspire Business Centre, Tidworth and Thornhill Barracks, Aldershot |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To support the Business Improvement Manager in coordinating multiple projects and improvement plans designed to enhance the quality and efficiency of the service offering;
* To be a proactive member of the Contract Support Team identifying opportunities to improve commercial and procedural ways in which we do business across the contract;
* Support the development of the strategic plan through effective partnership working with managers and colleagues, clients and customers to provide innovative, quality and marketable services which are fit for the future;
* Coordinate the delivery of operational administrative support across the contract region
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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 FY13: | €61 | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | 1,500 |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | 2 FTE |
| Cash conversion: | tbc |
| Characteristics  | * Responsible for measuring performance against key metrics in a contract size of c.£45m
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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. |
| * Sodexo holds joint certification for BS18001, ISO14001 and ISO9001. The jobholder must understand the relevant standards and ensure that we continuously improve our ways of working within the requirements of the standards.
* Sodexo acts as a sub-contractor to Aspire Defence Services Ltd. within Project Allenby/Connaught. And correct client interface protocols must be observed to ensure the appropriate management of the contract and its deliverables;
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Conduct performance review analysis identifying root causes of success or failure;
* Share lessons learned with subject matter experts in order to improve ways of working;
* Review contract compliance and provide improvement recommendations to the Business Improvement Manager and Contract Director;
* Develop and own project plans for the delivery of initiatives designed locally or centrally;
* Continuously improve and utilise the business improvement tools available within Sodexo and the wider business context;
* Support the development of commercial opportunities within approved parameters to contribute toward the continued success of the business.
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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. |
| * Role model the Company values and ensure they are reinforced at every opportunity
* Ensuring accuracy in reporting against KPIs to operational colleagues and client
* Coach and mentor colleagues in a range of appropriate business improvement techniques
* Understand and deliver on client expectations recognising commercial sensitivities
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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 participation in developing and delivering on group project plans;
* Demonstrable ability to successfully manage own workload to multiple deadlines;
* Appreciation of the commercial context in which Sodexo operates;
* High level of numeracy through attainment of an A-Level or equivalent in a technical subject;
* The ability to accurately and succinctly present one’s own ideas and the ideas of others;
* High level of literacy demonstrated through an academic requirement to write technical or specialist papers;
* Experience of working in a team environment
* Credible work experience in a customer service role either directly or indirectly in a support capacity;
* Appreciation of the meaning of budgets and basic financial management
* Ability to use standard MS Office Suite packages
* Understanding of recognised process improvement techniques
* Experience of facilitating group sessions
* Proven track record of leading, managing and developing a team
* An understanding of the requirements of the military environment
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| Growth, client and customer satisfaction* Seeks to introduce innovative ideas and solutions
* Challenges self and others to constantly excel in delivery to clients, customers and colleagues
* Builds a network of contacts to further business interests
* Translates strategy for business areas and sets direction for successful delivery of the strategy
* Engages the team to input to and align/ deliver the strategy

Rigorous management of results* Translates vision or long term strategy into SMART objectives with practical working plans
* Holds others accountable for high/low performance, ensuring individuals understand the part they play
* Anticipates opportunities and risks and acts upon them
* Applies financial knowledge to improve business performance
* Presents a convincing business case to make savings or drive profit
* Keeps up to date with business and competitor developments

Leadership and people management* Creates an inspiring environment where people welcome challenges
* Openly shares knowledge outside their business unit to increase capability
* Coaches the team to use their differences in a productive manner
* Provides a clear sense of direction to achieve the plan
* Recognises and celebrates success
* Takes ownership for continuous personal development

Innovation and change* Analyses issues to understand the root cause and decide on a course of action
* Can make decisions under pressure and without full information being available
* Considers the short and long term implications of decisions
* Finds creative solutions to overcome barriers and improve how things are done
* Acts as a facilitator when appropriate
* Modifies own ideas/opinions as appropriate to arrive at the best possible solution or course of action
* Influences others to embrace change and leads by example
* Seeks to dispel negative attitudes to change and resolves conflicts quickly
* Involves people and communicates through change

Brand notoriety* Demonstrates behaviours that reflect the Sodexo brand
* Positively influences the perception of Sodexo
* Promotes the values of Sodexo services to clients and customers
* Promotes Sodexo initiatives, schemes and campaigns
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| 9. Management Approval – To be completed by document owner |
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| Version |  | Date |  |
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