

Job Description: Account Support Manager

Independent Schools.

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| Function: | | | |  | | | | | | | | |
| Position: | | | | Account Support Manager- J1 | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Carolyn Clark | | | | | | | | |
| Additional reporting line to: | | | | Anthony Boyton \_ Account Director | | | | | | | | |
| Position location: | | | | Southern based Independent Schools Division | | | | | | | | |
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| 1. Purpose of the Job | | | | | | | | | | | | |
| Acting as a senior representative of Sodexo within a defined operating area by the effective management of all Business Managers,to ensure that all units deliver both qualitative and quantitative results, to be achieved    **Supporting the account managers in the delivery of**   * Long term profitable relationships and negotiating client contracts to increase new business opportunities by delivering operational excellence * Assist the sales team to maximize potential local growth with contract gains- by means of mobilization * Provide direction and expertise to the operating area by promoting Sodexo strategies and best business practices in order to uphold the Company mission and values * Motivating and leading high performing teams to achieve their objectives and the Sodexo strategy * At the request of the account director in the absence of an account manager operational management of Sodexo’s accounts ensuring that the client receives services of the highest quality. | | | | | | | | | | | | |
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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 17 est | £20m | | EBIT growth: 20% | |  | Growth type: | Organic & new business | Outsourcing rate: | n/a | Region Workforce |  | |
| EBIT margin: 13% | |  |
| Net income growth: | |  | Outsourcing growth rate: | n/a | HR in Region |  | |
| Cash conversion: | |  |
| Characteristics | | * Add point | | | | | | | | | | |

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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. |
| Account Director  I  **Account Manager x 3**  I  Account Support Manager |

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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. |
| * All staff must be enhanced DBS approved * Compliance with company safeguarding policies. * Compliance with allergen legislation * Fully embrace Independents by Sodexo Fresh Food From Scratch Philosophy. |

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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.  As requested by Account Director and Account Managers |
| * Provide and add support to the services to the agreed specification and to the agreed performance, qualitative and financial targets. * Provide and add support in managing a team to increase the Client and Sodexo’s revenue opportunities i.e., cash sales, labour efficiency and generate the GOP expected at each site across the portfolio of business * Nurture client relationships in order to stabilize & develop them for long term partnerships * Recruit, induct and develop talented employees within the business portfolio and to manage poor performance. * Identify opportunities for organic growth and new business. |

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| 6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Track record of success in a similar role in a multi-site (3rd party) business. * Proven experienced of developing profitable relationships for multi-site contracts * Experienced in leading company initiatives and change management processes * Ability to identifying and selling new business * Strong communication and negotiation skill * Excellent client relationship management * Experience of working in a standards/compliance environment   Desirable   * Relevant qualification and training * Broad commercial experience and business acumen and knowledge of external industry developments |

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| 7. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client & Customer Satisfaction / Quality of Services provided | * Leadership & People Management | | * Rigorous management of results | * Innovation and Change | | * Brand Notoriety | * Business Consulting | | * Commercial Awareness | * HR Service Delivery | | * Employee Engagement |  | | * Learning & Development |  | |

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| 8. Management Approval – To be completed by document owner |
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| 9. Employee Approval – To be completed by employee |
| |  |  |  |  | | --- | --- | --- | --- | | Employee Name |  | Date |  | |