

Job Description: UCL Soft Services Account Manager – North & West



Function:	Universities & Schools
Position:	Account Manager
Job holder:	Vacant
Date (in job since):	N/A
Immediate manager:	Head of Soft Services
Additional reporting line to:	Account Director
Position location:	University College London

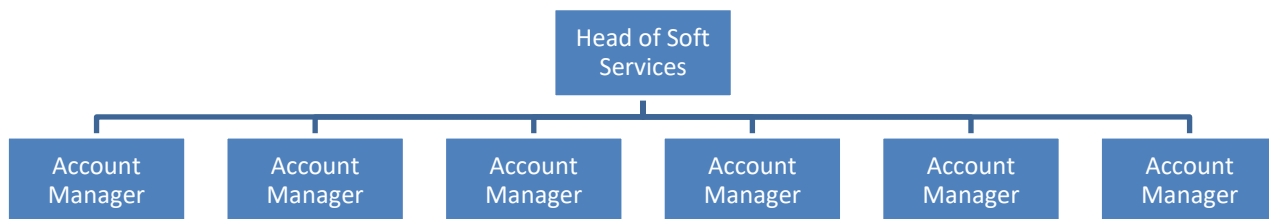
1. Purpose of the Job –

- Operational Management of Sodexo Soft Services within UCL ensuring that the UCL Clients receive services of the highest quality
- Ensure the Health and Safety of all staff and other stakeholders is at the heart of everything we do and managed in accordance with Sodexo policies and legal requirements.
- Oversee the delivery of Soft Services across multiple sites
- Manage, Motivate and Lead team of supervisors and front line staff
- Responsibility for £2.5m pa
- Plan and deliver day to day cleaning, periodic deep clean & commercial requests
- Ensure all SLA's and KPI's are achieved to ensure world class service and minimise any financial penalties
- To interact with all Internal and External stakeholders in order to enhance the student experience
- Develop a long term relationship with the Client(s) by delivering operational excellence
- Understand client and contractual needs and ensure service delivery exceeds expectation.
- To monitor and manage all soft service activities across the sites allocated, ensuring quality standards.
- To regularly review existing service provisions to ensure they are still meeting standards required in line with budgetary requirements.
- Ensure all staff are encouraged and motivated, and feel supported, included and valued in their working environment.
- Ensure all aspects of staff management by your team are undertaken including necessary compliance, i.e. Right to Work
- Ensure all service levels and management standards are maintained and administrative work is completed to the highest of standards throughout
- Work with line managers and others to bring innovation to the operation of all services

2. Dimensions

Revenue	Sales:	
	Growth:	New Business opportunities
	Cash conversion:	N.A.

3. Organization chart



4. Context and main issues

- Supporting delivery of service lines delivered by Sodexo within the Contract
- Liaising between internal and external stakeholders
- Investigation and remedial activity

5. Main assignments

- Supporting the Head of Soft Services in the development of the business strategy in line with the current and emerging client needs
- Driving innovation and continuous improvement of people, systems, processes and services
- To regularly meet with clients to review and develop service provision.
- Responsible for financial performance of sites within your area of responsibility
- To establish rapport with clients and reinforce a positive company image.
- To manage the service delivery ensuring efficiency and reviewing regularly; to be innovative and proactive to ensure continuous improvement.
- To disseminate information of any new service procedures and initiatives to employees and Supervisors to ensure best practice occurs contract wide.
- To ensure monthly reports and any other paperwork or documentation requested by internal or external stakeholders / Clients is produced in a timely manner.
- To ensure all site information is maintained and updated in accordance with Sodexo procedures and Service Level Agreements and is legally compliant with all relevant Health and Safety regulations
- To actively drive a Health and Safety culture
- To produce quotations and preparation of financial information for Internal and External Stakeholders
- To ensure Supervisors produce all administrative information and tasks in a timely and efficient manner.
- To performance manage your employees including staff performance reviews, sickness absence, conduct in accordance with Sodexo policies and procedures, working in partnership with central HR teams
- To recruit and manage operatives on the sites under your jurisdiction in accordance with company policies.
- To actively manage company time and attendance system
- To effectively process wages for operatives within budget constraints.
- To manage stock & equipment levels on accordance with required service delivery and within budget constraints.

- To manage delivery of training on site to your team as required.
- To ensure adequate staff cover on site in the event of holiday, absence or sickness.
- Flexibility around working hours with occasional requirement to work weekends if required
- To be part of an on-call rota out of hours (normally 1 in 5 weeks)

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.

- Promote and develop a Safety Culture which secures effective implementation of policy, procedures and responsibilities throughout the Sodexo operational delivery.
- Ensure consistent application and communication of Sodexo ways of working, policies, procedures, practices and initiatives, while referring to site senior management.
- Implement, monitor and review service delivery to ensure contractual compliance and delivery of SLA's & KPI's

7. 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 contract overseeing the delivery of out-sourced soft services
- Ability to lead, motivate and inspire team members on a multi-site basis
- Proven experience of developing relationships for multi-site contracts
- Experienced in leading company initiatives and change management processes
- Strong communication and negotiation skill with excellent client relationship management
- Ability to prioritise, work to tight deadlines, both prescribed and self-imposed
- Ability to establish and maintain good working relationships at all levels
- Competent and able to use a range of IT and technologically applications and systems, i.e. MS Office, Electronic Staff Management systems
- Ability to be on site from 5am (when majority of teams start work)
- Ability to speak Portuguese and/or Spanish and excellent verbal and written English

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
- Business Consulting
- Brand Notoriety
- Commercial Awareness
- Employee Engagement
- Leadership & People Management
- Innovation and Change
- Learning and Development

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			

10. Employee Approval – To be completed by employee

Employee Name		Date	