

Job Description: Workplace & Experience Co-ordinator



Function:	Corporate Services
Job:	Workplace Experience Manager
Position:	Zonal Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Senior Operation Manager
Additional reporting line to:	Account Manager
Position location:	Leonardo Helicopters

1. Purpose of the Job – State concisely the aim of the job.

The purpose of this role is to be the Sodexo representative for key business units across the site with overall accountability and profitability for the delivery of the diverse range of FM services, required to operate the site as agreed by the UK Specification as dictated in the Sodexo Contract and Technical Specifications. They are “the face of Sodexo” for service users on the site from all businesses and should always seek to optimise service delivery and minimise disruption to the business. The Zone manager discharges their accountabilities through several management processes and teams - including chairing the multidisciplinary Sodexo team, which not only takes an overview of operational matters but also identifies and leads effective business support strategies (including demand driven business development opportunities) to improve the performance of Sodexo

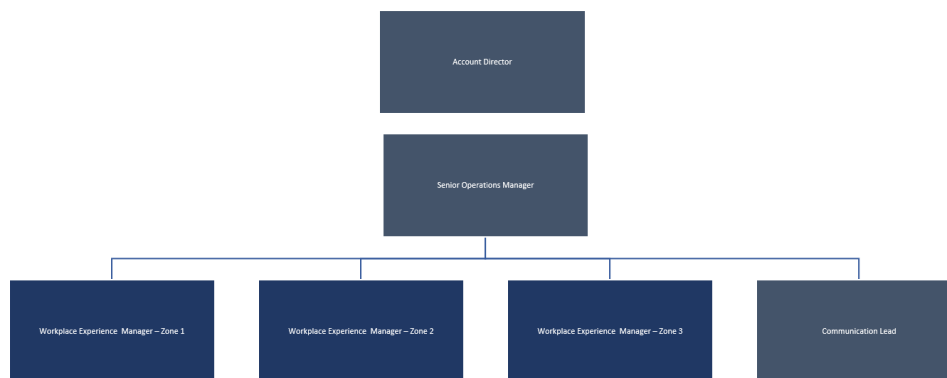
The Workplace Experience manager is accountable for ensuring the assets (Sites, Buildings and Equipment) managed by Sodexo are safe, legally compliant and fit for business. The role holder takes a leading role in assessing new demand from Leonardo and translating it into the optimum service delivery solution, whilst looking for opportunities to drive innovation.

As part of this they will be responsible and lead the delivery of ‘**Custom Working**’ across site. The role will provide consistent direction on the key issues that are relevant to all Business functions including Emergency Response, Business Continuity, Internal Communications etc.

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 FY23:	EBIT growth:	Growth type: n/a	Outsourcing rate:	n/a	Region	Workforce	tbc
	EBIT margin: %						
	Net income growth: %		Outsourcing growth rate:	n/a	HR in Region	tbc	
	Cash conversion:						
Characteristics							

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.



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.

Accountabilities or “What you have to do”

- Proactively manage & monitor performance of all the diverse services delivered by Sodexo and ensure actions are in place to improve performance as appropriate to meet the agreed Sodexo outcomes whilst adhering to contract requirements.
- Act as Duty Holder for the buildings under Sodexo control with direct responsibility for the following
 - Make sure that staff and contractors in your areas adhere to the requirements of SOPs and Company procedures with regard to engineering related SHE compliance.
 - Ensure appropriate processes & compliance measures are in place for the assets in your area and take action to investigate & rectify issues when necessary.
- Support the technical services function, driving future strategy based on ‘factory of the future’ rational
- Keep up to date with changes and developments on the site, with their customers and in the external FM environment and work with senior customers to find optimum solutions for their Sodexo service needs evolving the service provision as necessary.
- Provide direction and motivation for the Sodexo function, managing performance, and developing the skills and capabilities of colleagues through effective leadership of the Sodexo site team and role modelling ‘leadership’ across Sodexo. Driving performance through the Sodexo C/K/I PI’s scorecard target setting and other processes.
- Be approachable, visible site based figurehead for Sodexo and primary escalation point for addressing Site based issues and opportunities.
- Be a high profile, leading role model for matrix working across Sodexo, other Sodexo functions to optimise and evolve service delivery by large, diverse delivery teams.
- To ensure the assets (Sites, Buildings and Equipment) managed by Sodexo are safe, legally compliant and fit for business through effective delivery of all Sodexo services on a given Site. This includes significant SHE responsibilities.
- Ensure effective emergency management processes are in place and be an active member of the Site Emergency Response and Business Continuity Teams
- Resolve in a diplomatic but effective manner site management issues arising from both on site and external sources on behalf of the site leadership team.

- Ensure the implementation of Sodexo major change programmes across the Site to improve the value add to the business.

- Line manage your direct reports to optimise their performance and encourage their development

Problem Solving

- The main point of escalation for significant issue resolution relating to site.
- Be able to deal with a considerable volume and varied range of business needs and requests through effective risk assessment, prioritisation and delegation. Some issues and opportunities will be straight forward, others will require more in-depth analysis, conceptual thinking, complex judgements, innovative solutions and considerable stakeholder management.
- Must be able to work independently as remote from peers but active participation in the network of other site FM managers and Sodexo colleagues required as appropriate.
- Solutions must balance the long term and short-term needs for the site and the business
- Conflicting requests will need to be handled sensitively and buy in to solutions will need to be gained from senior functional customers on occasions.

Communication / Influencing

- Build and maintain strong and effective relationships with customers, colleagues and FM service providers at all levels. A well-developed cultural sensitivity that enables successful challenge and support as required.
- Motivational team leader and good team player
- Role model for matrix management including target setting and feedback for non reports
- Diplomatically, sensitively & assertively engage with customers and colleague, clarifying their needs and implementing a response that is understood to be in the best interest of Leonardo and Sodexo.
- Adept at both formal and informal communication techniques and so comfortable and productive in face to face meetings and remote interactions via e mail, TC, VC etc.
- Deliver Monthly Energy and Compliance meetings to the business segments.

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

- Achieve of all contractual key performance indicators as per the contract agreement with a passion to drive continuous improvement
- Achievement of Sodexo income expectations including stretch, whilst managing clients costs
- Compliance of all quality and EHS audits / both internally from Leonardo and Sodexo
- Ensure no adverse events that breach legislation or materially damage reputation of Sodexo or Leonardo.

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.

- Lead and motivate a team across the IFM framework
- Build a positive and productive client relationship built on trust and expertise

- Deliver consistent financial performance that exceeds company targets whilst developing solutions to grow the Sodexo business
- Build a people plan to manage, empower and engage our teams whilst supporting succession and development
- Lead a positive safety culture across the team based on a zero-accident mind-set
- Ensure quality and compliance adherence at all times
- Collaborate within the wider FM & Sodexo networks to ensure the site remains a point of reference at all times

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

Essential

- Commercial skills and management of large and diverse budgets and work force
- A thorough knowledge of the FM industry
- Recognised H & S qualification
- Extensive customer service experience.

Desirable

- Membership of appropriate professional body e.g. BIFM, RICs etc..

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	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	
▪ Commercial Awareness	
▪ Effective People management (HR)	

9. Management Approval – To be completed by document owner

Version	1	Date	July 2023
Document Owner			