

Job Description: General Services Manager



Function:	Operations
Position:	Assistant Operations Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	General Services Manager
Additional reporting line to:	n/a
Position location:	Home site: P&G Manchester includes P&G Skelmersdale.

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

- Support the GSM in excellent local delivery of IFM services (Hard & soft) at the site, ensuring cost, quality and compliance metrics are achieved by Sodexo as well as for the client.
- 3rd Party contractor management via the command centre and in some cases direct.
- Support the GSM in delivering against service specifications and Key Performance Indicators.
- Support in the delivery / implementation of the business strategy / objectives for client's and site-specific objectives.
- Ensuring all Sodexo personnel are fully trained and competent to deliver the scope of works they are assigned for.
- Support full compliance to statutory, legislative and client specific requirements / SOPs.
- Line management of supervisors to ensure the delivery of both qualitative and quantitative results.
- Motivate and lead a high performing team - promoting a culture of continuous improvement and service excellence.
- Innovation and initiatives key part of business operations, support formal monthly reviews with clients.
- Ensure that health and safety underpins all FM service operations with a drive to maintain a positive safety culture amongst all Sodexo site based employees.
- Become a recognized leader of people within the business and respected FM site lead within the P&G contract.

2. 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.

- Drive and deliver continuous improvement and operational best practice.
- Compliant delivery and performance of contracted services as measured through performance management systems.
- Support to deliver innovations.
- Manage and lead the team to deliver excellence to achieve service quality and client satisfaction.
- Adhere to all HSE policies and procedures to drive a zero harm safety culture.
- Operate within budgets to maintain and achieve financial targets.
- Identify and implement cost saving opportunities for the client.
- Implementation of Sodexo local and global contract processes and procedures.
- Delivery & adherence to contractual obligations (including metrics & governance.)
- Managing multiple priorities concurrently.
- Business Continuity Planning.
- Developing long term mutually beneficial Client Relationships.
- Motivation and Engagement of Staff.
- Flexibility & Agility to respond to customers changing business needs.
- Brings the site team together to deliver audit ready status and respond to adhoc challenges.

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

- Lead the team to deliver scoped services daily ; to ensure client satisfaction and achievement of KPIs.
- Interact with the teams daily – to ensure clear communication / develop at one team ethic in service delivery.
- Support the General Service Manager as required.
- Self-check and audit our services openly
- Be responsible for the designated service delivery and its on-going development.
- Establish and develop key relationships with senior client management and the third-party service providers to enable successful delivery of cost savings and service level agreements.
- Ensure uninterrupted delivery of services operations to the business through internal and contract resources.
- Support with the delivery of the site business development plan.

- Ensure that the Company's, the clients and statutory regulations regarding hygiene, food safety, health & safety and Equal Opportunities are complied with.
- Utilise Sodexo systems, for example, UDC, SAP, RightTime, DRIVE and other systems made available.
- Recruit, induct and motivate, manage, train and develop all employees following HR policies and guidelines
- Ensure that in-house training and staff development is effectively carried out in accordance with the Training and Development Plan.
- Manage Sodexo personnel utilising Sodexo tools as part of the bi annual and annual review process/ PDRs.
- Ensure Sodexo absence and HR procedures are followed.
- Support with account finances and invoice data.

6. Accountabilities – Give the key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Compliance and adherence to all Sodexo HSE guidelines and client specific policies and procedures.
- People management – on boarding, training and development.
- Business Growth & Development.
- Unit audit scores.
- 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.
- Achieve and maintain the highest scores within the existing performance tool (KPIs) and monthly business reviews.
- Ensure the contract operates within the commercial and legal terms and conditions of the contract and deliver to the SLA(s) and standards required.

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

- Experience of an IFM environment, leaning towards more enhanced soft services knowledge
- IT literate – Microsoft & financial systems.
- People Management experience.
- IOSHH or equivalent.
- Leadership experience at a similar level
- Ability to interpret and utilise financial information.
- Excellent communication skills.
- Previous experience of operational management in a similar GMP or FMCG environment.
- Proven experience of developing profitable relationships for multi-site contracts.
- Broad commercial FM experience and business acumen, knowledge of external industry developments & Contract development models.
- Experienced in leading company initiatives.
- The ability to energise and engage teams.

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	

■ Employee Engagement	