

Job Description: Brilliant Basics Lead

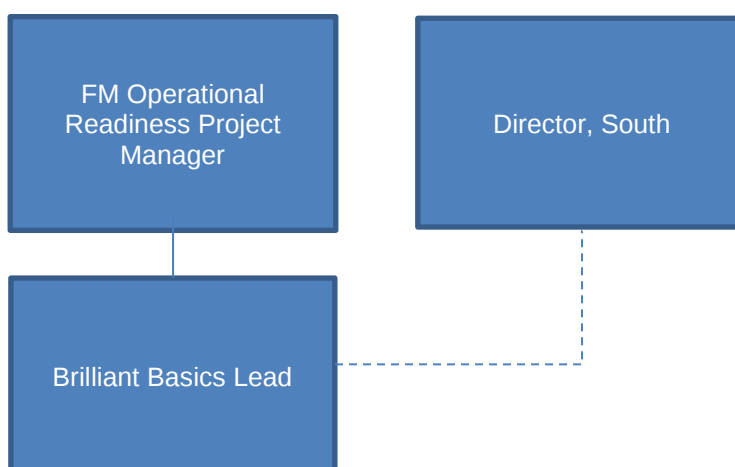


Function:	Corporate Services
Job:	Operations
Position:	Brilliant Basics and Sustainability Lead
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Account Manager
Additional reporting line to:	Project Manager
Position location:	Cambridge

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

- To manage the cleaning contract within AstraZeneca South with Brilliant Basics which include housekeeping, sanitary, laundry, horticultural and grounds keeping, pest control and window cleaning services by managing internal employees and third parties
- To assist the continuous improvement of best practices across the account to ensure housekeeping services are sustainable and high quality output
- To work in close conjunction with Sodexo's corporate policies, current brand proposition, the Operations Director South, other internal key stakeholders and the client FM Service Director, the Cambridge Biomedical Campus site design and Build Team, client policies and key stakeholders

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.



3. 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.

- The successful candidate will have to come up to speed quickly on complex stakeholder map spanning multiple organisations (SDX, AZ, AZ Supplier Partners) as there is a co-dependency for Brilliant Basics services into other service workstreams
- Sodexo may not have as much control over design and fit out decisions as we would like in order to ensure optimal operational viability. It is therefore imperative that we are skillful influencers balanced to pragmatic realists
- It is a highly dynamic environment where the candidate may have to flex their schedule around construction process requirements at short notice and therefore the role requires a high degree of flexibility and agility
- With the rapid expansion of the service offer on this contract over the past few years, it requires this role to actively review all existing office support activities, and suggest effective working structures and processes which are sustainable for future Sodexo projects

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

- To be a consultative advisor for the Housekeeping team within business as usual (BAU)
- Lead Sustainability activities, working with other SMEs to ensure sustainable practices are embedded into our ways of working
- Work as SME for future Brilliant Basics Operational Readiness planning
- Maintaining an excellent relationship with all supplier partners on the AstraZeneca account
- Collaborating with SMEs (internal to contract and within central Sodexo services) in order to identify “Best in Class” service delivery opportunities
- Working with team members across our Cambridge Campus in order to ensure high-quality brilliant basics service delivery is met and maintained
- Using data analytics to influence continuous improvement projects. Work with Workplace Transformation Manager to conduct pilots and trials for new ways of working
- Monitor and report the financial and performance management of all Brilliant Basics operations, driving efficiency across the south portfolio
- To manage all aspects of Health & Safety, Environment and Quality Assurance in collaboration with QSHE manager within Brilliant Basics service delivery
- Work with Project Manager to propose timelines for brilliant basics service within all new projects
- Responsible for the quality of service delivered within all brilliant basics activities
- Ensuring that all aspects of Brilliant Basics operations are conducted in accordance with all relevant statutory requirements, Codes of Practice and Sodexo’s waste management manual.
- Use the Sodexo system to manage and identify gaps in training requirements, working with operations managers to rectify issues
- Overseeing strategic resource planning and management of utilisation and efficiency of brilliant basics services across the Campus
- Managing supplier relationships and escalating issues to Sodexo Category Managers
- Conducting supplier reviews for critical third party services within GxP areas
- To log any issues with facilities or assets to be repaired
- Delivery according to contract or project requirements as appropriate

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.

- Responsible for the overall management, co-ordination and control of cleaning and third party activity across the south contract.
- To ensure the cleaning KPI's and SLA's are adhered to at all times
- To meet with third parties on a regular basis to review recharges and SLAs in order to deliver Client expectations
- Encourage a sustainable governance structure for Brilliant Basics activities at each site with the view that this role will become a consultant position for all Brilliant Basics activities
- Create an environment to ensure an engaged and motivated workforce to drive consistent quality outputs

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

- Experience of delivering and managing cleaning services and third party operations in a busy environment
- High level of technical cleaning knowledge
- Ability to identify and implement innovative solutions to improve productivity including sustainable practices
- Ability to inspire and motivate workforce to deliver world class customer service
- Ability to work collaboratively with Service Operations Soft FM platform to implement Sodexo ways of working
- BICSc CPSS (COPC) qualification
- IOSH Managing Safely or NEBOSH General Certificate
- Good baseline understanding of waste management operations

Desirable

- Hold Gold Award of Waste Management and cleaning Development Programme or industry equivalent

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
▪ Focus on Employee Engagement and Learning and Development	▪ Data driven

8. Management Approval – To be completed by document owner

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Document Owner	Jessica Hamill		