

Job Description: Weekend Operations Manager



Function:	Health & Care
Job:	Management
Position:	Weekend Operations Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Business Director at ESNEFT
Additional reporting line to:	
Position location:	Colchester, Community Sites & Ipswich Hospital

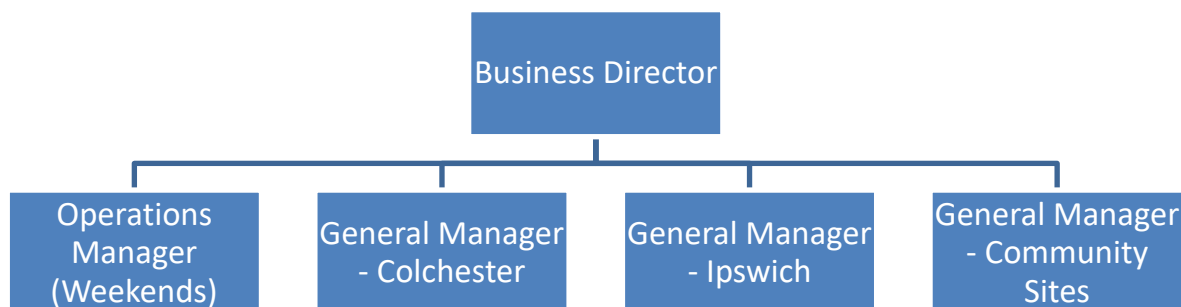
1. Purpose of the Job – State concisely the aim of the job.

- The Weekend Soft Services Operations Manager is responsible for overseeing the delivery of key soft services across our NHS contract in North Essex and East Suffolk, ensuring that the highest standards of cleanliness, safety, and operational efficiency are maintained. The role encompasses a wide range of responsibilities, including overseeing portering, patient feeding, cleaning, waste management, helpdesk, security, logistics, visitor services and retail services.
- The manager will work across (support/ be the point of contact) for two large acute hospitals, four community inpatient hospitals, and several community clinics, ensuring smooth operations during the weekend, while fostering staff engagement and maintaining high standards of patient care and safety.

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 FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth :	tbc						
		Cash conversion:	tbc						
Characteristics		<ul style="list-style-type: none">No financial or direct budget responsibilitiesSupport and oversee all service operations across the ESNEFT contract.							

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.

- Oversee and coordinate daily operations for portering, security, patient dining, helpdesk, housekeeping, visitor services and retail services.
- Ensure all services meet NHS standards, Sodexo policies, and contractual obligations.
- Monitor service delivery, addressing issues promptly to maintain quality and efficiency.

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

Key Responsibilities:

1. Leadership & Management:

- Lead and manage soft services teams across the acute and community healthcare sites, ensuring effective coordination and communication.
- Provide direction and guidance to staff, fostering a culture of high performance, professionalism, and teamwork.
- Ensure the delivery of excellent customer service to patients, visitors, and staff.
- Conduct weekend staff briefing sessions, ensuring that all teams are fully briefed on their duties and any specific requirements.
- Oversee staffing levels, scheduling, and resource allocation to ensure all services are operational across all sites.

2. Portering Services:

- Oversee the smooth running of portering services, ensuring safe and efficient transport of patients, equipment, and supplies.
- Ensure timely and efficient movement of patients between departments, including theatres, wards, and diagnostic areas.
- Monitor and maintain appropriate standards of portering services, addressing any issues promptly.

3. Patient Feeding:

- Ensure the effective delivery of patient meals, adhering to dietary needs and schedules.
- Oversee the management of food services, ensuring meal quality, hygiene, and compliance with nutrition and food safety standards.
- Coordinate with kitchen and catering teams to resolve any service-related issues.

4. Cleaning Services:

- Ensure that cleaning services across all sites are of the highest standard, with a focus on infection control, cleanliness, and patient safety.
- Supervise cleaning teams, ensuring that hospital wards, public areas, and clinical spaces meet all cleanliness and hygiene requirements.
- Regularly inspect cleaning schedules, identifying any gaps or concerns and implementing improvements as necessary.

5. Waste Management:

- Oversee the efficient and compliant management of clinical and non-clinical waste across all sites.
- Ensure waste is collected, segregated and stored, following legal and healthcare guidelines.
- Monitor waste services to ensure efficiency and minimise waste-related issues.

6. Security & Safety:

- Ensure security services are in place to maintain a safe environment for patients, staff, and visitors.
- Supervise security personnel and respond promptly to any incidents, ensuring proper protocols are followed.
- Ensure compliance with health and safety regulations and policies, addressing any risks or hazards.

7. Logistics & Retail Services:

- Oversee logistics services, ensuring the timely and effective delivery of supplies, equipment, and materials to all areas of the healthcare sites.
- Manage retail services, ensuring patient and visitor satisfaction with services such as vending and retail.
- Collaborate with other departments to optimise resource usage and ensure operational efficiency.

8. Operational Reporting & Compliance:

- Maintain accurate records of services, including audits, incident reports, and performance metrics.
- Provide weekend service reports to senior management, highlighting any issues, resolutions, and improvements.
- Ensure all services comply with relevant healthcare regulations and policies, and contribute to audits and inspections as required.

9. Continuous Improvement:

- Identify areas for improvement in service delivery and contribute to initiatives aimed at enhancing operational efficiency, cost-effectiveness, and patient satisfaction.
- Lead or participate in projects to improve patient experience and service quality.

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.

- Escalation support to the team leaders/service managers on the ESNEFT contract

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

- Previous experience in facilities management or soft services management, ideally within a healthcare setting.
- Strong leadership and team management skills, with the ability to motivate and manage a diverse team.
- Experience in managing a range of services, including portering, cleaning, patient feeding, and waste management.
- Excellent organizational and communication skills.
- Knowledge of health and safety standards, infection control protocols, and waste management regulations.
- Ability to work independently, solve problems, and make decisions under pressure.

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

<input type="checkbox"/> Growth, Client & Customer Satisfaction / Quality of Services provided	<input type="checkbox"/> Leadership & People Management
<input type="checkbox"/> Rigorous management of results	<input type="checkbox"/> Innovation and Change
<input type="checkbox"/> Brand Notoriety	<input type="checkbox"/> Commercial Awareness
<input type="checkbox"/> Employee Engagement	<input type="checkbox"/> Learning & Development

9. Management Approval – To be completed by document owner

Version	V2	Date	May 2025
Document Owner			