

Job Description:   
Operations Manager

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| Function: | | | Corporate services | | | | | | | | |
| Position: | | | Operations Manager (RCS) | | | | | | | | |
| Job holder: | | |  | | | | | | | | |
| Date (in job since): | | | June 2025 | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | |  | | | | | | | | |
| Additional reporting line to: | | |  | | | | | | | | |
| Position location: | | | United Kingdom | | | | | | | | |
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| 1. Purpose of the Job | | | | | | | | | | | |
| **Overview: -**  The role will act as the lead Sodexo representative for their specific business function or area with overall accountability for the delivery of the diverse range of FM services. The role holder will effectively manage demand and optimise operational service delivery to drive value and benefit to both Sodexo and Mars. | | | | | | | | | | | |
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| 2. Dimensions | | | | | | | | | | | |
| **Revenue**  **Growth accounts/**  **division**  **Growth & new pharma clients** | | EBIT growth: | | tbc | Growth type: |  | Outsourcing rate: | n/a | Region  Workforce | CIRCA 300 employees | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | 1 x HRBP | |
| Cash conversion | | tbc |
| Characteristics | * Current accounts:   + AstraZeneca Operations | | | | | | | | | | |

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| 3. Organisation chart |
| **TO BE CONFIRMED** |

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| **4. Context and main issues** |
| As an Operations Manager you will take accountability for the management of key service deliverables within your specific business function. You will also be responsible for the continued development of the services underpinned by consistent compliant operation across regulatory locations. You will also drive the deployment of transformational initiatives with support from support functions. This will include managing;   * Customers & Relationships * Performance * Continuous Improvement & Development * Safety Quality & Compliance |

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| 5. Main assignments |
| **Customers & Relationships**   * Act as main interface with key stakeholders across the Mars business * Compliant delivery and governance within a regulatory environment * Set clear priorities and objectives for the service delivery team to ensure critical business needs are met * Regularly engage with key stakeholders to understand needs / expectations to translate into future strategy * Understand and articulate complex situations, define solutions and communicate in a simple, understandable manner   **Performance**   * Monitor the operational performance of all services lines and take proactive interventions to manage as needed * Drive a culture of empowerment and accountability within the team, owning your own and team performance * Manage and resolve complex issues within your business function or area and escalate where appropriate * Ensure effective communication channels to allow effective transfer of information with service delivery teams * Awareness and delivery of financial performance objectives through the commercial governance process   **Continuous Improvement & Development**   * Encourage own team to actively contribute ideas and support in the delivery of initiatives * Work closely with other functions to develop initiatives aligned to the site service development strategy * Lead the operational deployment of transformational initiatives within your business function or area   **Safety, Quality & Compliance**   * Ensure SHE and GxP compliance for all relevant statutory and regulatory obligations in your area * Support or lead, where appropriate any internal or external audits * Create a culture and environment within your teams where SHE and GxP compliance, underpins everything we do |

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| 6. Accountabilities |
| * To provide leadership and strategic direction for your Business area * To be a point of escalation for the managers and teams under your responsibility * Manage relationships with key stakeholders within the Sodexo and Mars business |

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| 7. Person Specification |
| Key skills for the role   * Service delivery within regulatory location * Improvement and innovation * Leadership and strategic direction * Building effective teams utilizing skills and capabilities to maximise value * Implementation of LEAN principles * Prioritisation and adaptable approach to problem solving * Mentoring and developing others * Ability to communicate effectively at different levels within the internal and external business * To effectively manage change activities * Previous experience of managing at a senior level |

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| 8. Competencies |
| |  |  | | --- | --- | | * Client Growth and Customer Satisfaction | * Innovation and Change | | * Rigorous Management of Results | * Brand Notoriety | | * Leadership and People Management | * Planning and Organising | | * Analysis and Decision Making | * Project Management | | * Industry Acumen | * Compliance Management | |