

### 3. Main assignments

#### 1. UK Operational Leadership (Current Scope)

- Lead all day-to-day operations across the UK portfolio, ensuring consistent excellence in engineering, catering, soft services, helpdesk, and workplace experience.
- Serve as the senior onsite leader, building strong relationships with UK client stakeholders.
- Ensure all services meet contractual requirements, KPIs, SLAs, compliance standards, and Sodexo safety culture.
- Oversee operational resilience, resource planning, and continuous improvement across UK sites.

#### 2. Strategic Client Partnership (UK)

- Act as the primary Sodexo partner to senior NBCUniversal UK stakeholders.
- Position Sodexo as a trusted advisor, proactively identifying solutions to evolving workplace and production needs.
- Shape and articulate the account strategy for the UK, aligned with NBCU's priorities and Sodexo's long-term growth agenda.

#### 3. Commercial & Financial Management

- Hold full P&L responsibility for the UK account, ensuring reliable forecasting, margin delivery, and commercial governance.
- Drive efficiencies and value creation through optimisation of service delivery.
- Support negotiation of commercial changes or service evolutions with NBCU.

#### 4. Growth Leadership (Trigger for International Expansion)

- Identify, qualify, and secure organic growth opportunities within the UK (additional services, sites, innovations).
- Build strong cases for expansion with NBCU's global and regional stakeholders.
- Lead proposal development, pricing, and solutioning in partnership with Sodexo growth teams to secure international growth
- Upon securing international growth, transition into a wider leadership remit.

#### 5. International Expansion Leadership (Future Scope)

Once growth is secured, the role evolves to include:

- Designing, mobilising, and operationalising Sodexo delivery models in new countries across NBCU's global footprint.
- Building site-level and regional teams, establishing governance, performance frameworks, and compliance structures.
- Creating a consistent, scalable operating model across countries, balancing global standards with local requirements.
- Acting as the senior international point of contact for NBCU as the partnership expands.

#### 6. People Leadership

- Lead and develop UK service line leaders across engineering, catering, soft FM, and support services.
- Foster a high-performance, inclusive, and accountable culture.
- Ensure clear succession plans, development pathways, and team engagement.
- Build future leadership capability in anticipation of international scale-up.

### 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.

- Building and restructuring the operational teams for continued success and growth
- Overseeing cross-cutting change programs, from service design to digital transformation, leveraging emerging technologies and fresh thinking to improve efficiency and service delivery.
- Build effective governance models with client stakeholders and wider Sodexo SME's following a changing client landscape.
- Build and develop a high-performing team, driving a culture of collaboration, creativity, and agility.
- Work with colleagues and SMEs to champion innovation, embed a mindset of continuous improvement, and ensure transformation is embraced across the organisation.

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

### Essential

- Senior leadership experience in integrated FM and/or catering operations.
- Strong track record of delivering high-performing operations in complex, fast-paced environments.
- Demonstrated ability to drive commercial growth and client value.
- Excellent stakeholder management skills with the ability to influence senior leaders.
- Experience leading cross-functional teams.
- Robust financial acumen including P&L ownership.
- Strong operational mobilisation experience or similar large-scale deployment exposure.

### Desirable

- Experience in media, entertainment, or creative industries environments.
- Previous involvement in international operations or multi-country governance.
- Experience designing scalable operational models or leading major transformations.

### Personal Attributes

- Highly operational, visible, and collaborative.
- Entrepreneurial mindset with strong commercial instincts.
- Resilient, adaptable, and thrives in a dynamic, high-energy environment.
- Strategic thinker who can also deliver hands-on execution.
- Persuasive communicator with the ability to build confidence at all levels.

## 6. Competencies (Operational and Core)

<ul style="list-style-type: none"> <li>● Operational Leadership &amp; Execution</li> <li>● Strategic Thinking and Planning</li> <li>● Commercial &amp; Financial Acumen</li> <li>● Client Partnership &amp; Stakeholder Influence</li> </ul>	<ul style="list-style-type: none"> <li>● Leadership &amp; People Development</li> <li>● Change Management &amp; Mobilisation Expertise</li> <li>● Agility, Resilience and Decision Making</li> <li>● Growth &amp; Business Development Mindset</li> </ul>
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