

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)

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