



Job Description: Sodexo Live!

Function:	Operations
Position:	General Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Account Director
Additional reporting line to:	
Position location:	The City Ground, Nottingham Forest Football Club

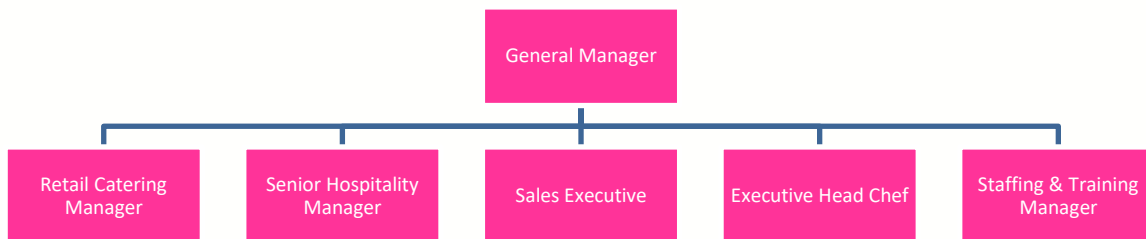
1. Purpose of the Job – State concisely the aim of the job.

- To provide senior leadership to the team at The City Ground, living the Sodexo Live! values on a daily basis and providing a single point of contact for the venue partner.
- Become the market leader in venue experience.
- Maximise the profitability of the venue within area of responsibility and deliver the required results
- Lead, develop, manage and motivate a high performing team to the agreed standards ensuring that the client receives services of the highest quality
- Develop and implement the business strategy in line with current and emerging client needs and support the Account Director to develop and implement the Sodexo Live! strategy.
- Lead and maintain account development plans, as well as supporting the change management process and associated Service Levels Agreements (SLAs) ensuring risks are mitigated
- Manage the services and teams to the agreed standards
- Ensure that business deadlines and targets are hit
- Lead the team and take responsibility when needed, act with initiative, demonstrate energy and enthusiasm
- Demonstrate a high level of thought leadership and act as change agent.
- Act as a Sodexo Live! ambassador and champion to have the best people

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.

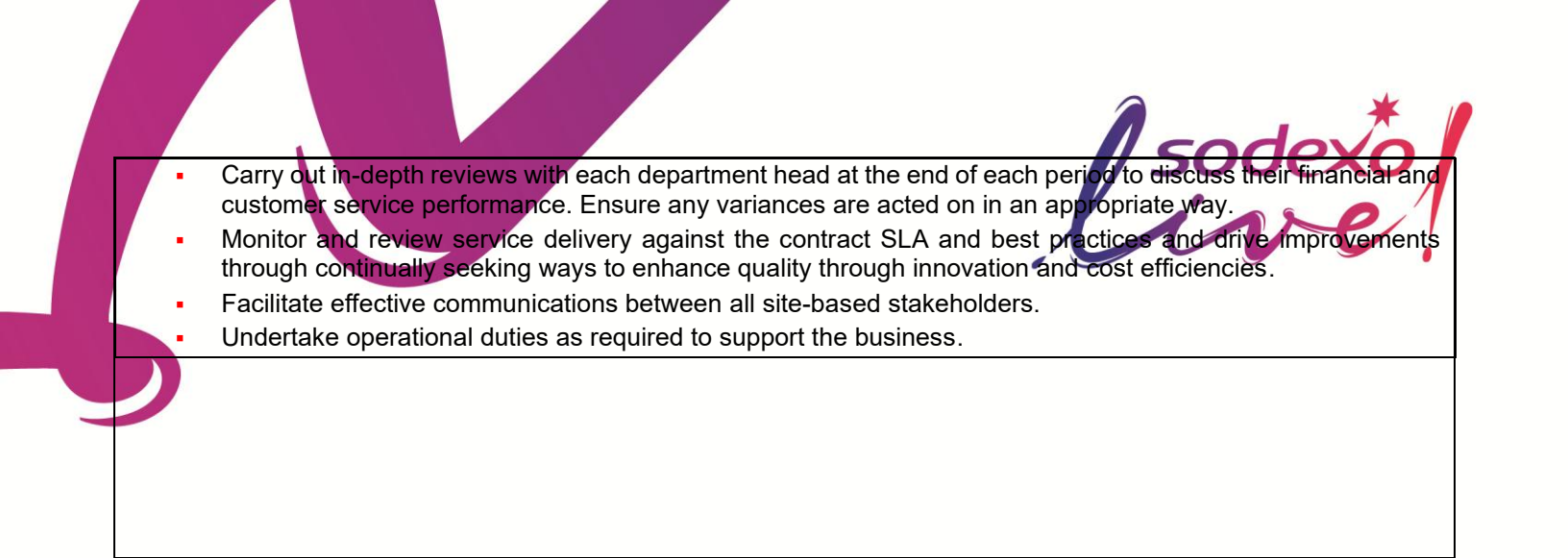
KPIS	• Sites: 1 • Direct Reports: 5 • Match Day Covers: 1600
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3. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) 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.

- Take overall responsibility for ensuring the contract performs to budget and achieves the venue business plans and improve financial performance utilising nominated suppliers, maximising labour productivity in line with Company models, policies and procedures and controlling costs
- Set and agree overall annual budgets with finance and develop unit business plans which link to the overall segment strategy and objectives.
- Analyse and review all financial measures and tools to ensure positive financial performance through accurate forecasting and account management.
- Seek new ways to drive revenue and maximise sales by implementing innovative ideas across all operational departments.
- Take overall accountability for delivering services to the agreed specification and service level agreements/standards required by the venue.
- Continually seek ways to maximise profitability and enhance service quality by driving excellence and innovations in service delivery and pushing for more efficient service delivery and cost efficiencies.
- Ensure that health and safety is given the number one priority by delivering all Safeguard administration in advance of and during logistical operations. Lead where appropriate, and take part in management and employee briefings to deliver safety information to include; Food Safety, Health and Safety, Fire Safety, First Aid and any statutory, client or venue specific safety requirements.
- Ensure that the appropriate training and development plans are in place for all employees within the business to ensure that statutory requirements are met and development training activities are carried out and recorded to assist with career development and succession planning.
- Ensure stock is managed by carrying out stock counts and fixed asset audits in line with the procedures set out in the unit business health check.

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- Carry out in-depth reviews with each department head at the end of each period to discuss their financial and customer service performance. Ensure any variances are acted on in an appropriate way.
 - Monitor and review service delivery against the contract SLA and best practices and drive improvements through continually seeking ways to enhance quality through innovation and cost efficiencies.
 - Facilitate effective communications between all site-based stakeholders.
 - Undertake operational duties as required to support the business.

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

- Manage the recruitment, induction, motivation, management, training and developing all employees following Sodexo Live! HR policy, guidelines and client expectations.
- Lead excellence in performance through coaching.
- Coach managers to ensure that the Sodexo Values are adopted, employee's performance is managed through the Sodexo performance management processes and talent development and succession planning activities take place.
- Manage the team and provide them with guidance on operational issues to ensure the business objectives are met.
- Manage contracted employees, fixed term and casual labour in line with the labour productivity tools, policies and processes.
- Take responsibility for the management of all direct reports including recruitment, induction, training and performance.
- Hold regular team meetings with HOD's to ensure the cascade of information down to all levels of employees.

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.

- Take overall responsibility for ensuring that the contract is operated within their contractual terms, have a venue business plan which is reviewed at least quarterly showing key objectives, goals and measures that link to the overall business plan for the client and strategy for the Sodexo Live!
- Identify organic growth opportunities through innovation and new initiatives within existing contract
- Manage the venue partner's expectations around the future development of the venue
- Seeks new ways to drive revenue and other growth opportunities.
- Ensure contract is performing within the agreed SLAs at all times to meet Sodexo Live! contractual commitments
- Take overall responsibility for ensuring that contract is operated within their contractual terms
- Ensure that clients receive services delivered within contractual terms and these are delivered in a cost effective way
- Develop strong long term client relationships with multiple clients and agents in line with Clients for Life (CFL) philosophy to enhance the retention of current clients and customers, gain referrals for new business and attract new clients and customers.
- Develop and retain existing client relationships through monthly meetings and quarterly reviews, using the full CFL process
- Monitor KPI reporting, reviewing and delivery of content of client meetings

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

Essential:

- Proven experience in managing P&L accounts.
- Proven operational knowledge, skills and leadership experience in managing multi service operations.
- Management of large and diverse teams
- Manage multiple workloads and shifting priorities.
- Ability to interpret and utilise complex and varied financial and commercial information.
- Excellent interpersonal skills and ability to communicate effectively with customers, clients and employees at all levels.
- Achieve set standards and operate to performance criteria, for example health and safety, hygiene.
- Self-motivated and able to work on own initiative within a team environment.

Desirable:

- Experience working with moving timelines in a project start-up environment.
- High end retail experience.
- Event management experience.



8. Management Approval – To be completed by document owner

Version	1	Date	03.08.26
Document Owner			

9. Employee Approval – To be completed by employee

Employee Name		Date	
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