

Job Description: Hotel Services Manager – Ellens Glen



Function:	Healthcare
Job:	Catering & Domestic Manager
Position:	Services Manager
Job holder:	Vacant
Date (in job since):	
Immediate manager (N+1 Job title and name):	Regional Support Manager
Additional reporting line to:	National support Manager
Position location:	Ellens Glen House, Edinburgh

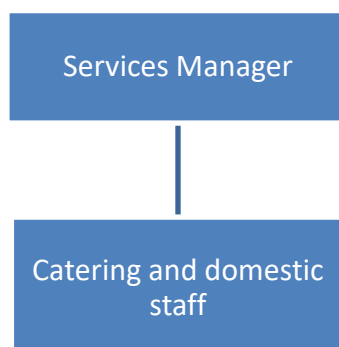
1. Purpose of the Job – State concisely the aim of the job.

- To take overall day to day responsibility for the operational management of the contracted services within the site, ensuring services are delivered efficiently and in line with the contract and statutory obligations.
- Contribute towards service development at site.

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 FY23:	TBC	Gross margin:	tbc	Head Count:	19	WTE	
		Gross margin %:	tbc				
		Labour to Sales ratio %	tbc				

3. Organisational 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.

Sodexo provide a full range of facilities services at this community hospital including catering, cleaning, linen & laundry and waste management.

The post holder will be responsible for full soft services at the Ellens Glen House site. Post holder will need to demonstrate the following competencies.

- **Relationship Management** Is highly effective at building and maintaining win-win business partner relationships internally and with clients.
- **Resilience** Sustains momentum when faced with challenges. Balances competing demands and responds well to changed priorities.
- **Impact and Influence** Communicates effectively and inspires people at all levels. Gains the commitment of others to drive towards and achieve a high engagement and performance culture.
- **Analysis and Decision Making** Incisive and strong willed in focusing on achieving business goals. Able to analyse the cause of a problem and identify solutions.
- **Planning and Organisation** Consistently completes deliverables within deadline, within budget, and beyond expected quality, even under adverse conditions.

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

- Develop and maintain good working relationships
- Day to day management of the relevant employees including management of Operational budget, notifying relevant parties of any concerns or disputes with clear plans in place to resolve
- Manage operations to ensure service delivery is to the required level
- Manage the workforce in line with Company and Client policies this will include employee relation issues.
- Lead service for administration, recruitment, talent succession and payroll requirements
- To have an excellent understanding of current health and safety regulations to then enforce these across the site
- Overseeing of the training requirements within the site taking in to consideration changes in legislation and best practise

6. Accountabilities – Give the outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Accountable for delivery of the Company Financial Targets within area of responsibility
- Accountable for a high quality, patient focused operations and service delivery
- Accountable for delivering a zero accident Health and Safety culture within area of responsibility
- Accountable for delivering Better Tomorrow Plan within area of responsibility
- Accountable for people development, succession and engagement within area of responsibility

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

Essential

- Comprehensive experience of working in a management role within the soft FM service industry
- Adaptable, flexible and resilient
- People management skills including general HR skills in recruitment, training and managing employee performance including disciplinary and grievance procedures.
- Good numerical, interpersonal and communication skills, must be able to demonstrate effective verbal and written communication
- Management knowledge of health & safety and food safety
- Ability to make independent decisions

- Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
- Able to demonstrate attention to detail and adherence to standards
- Able to analyse problems analytically, develop opportunities and implement innovative solutions
- Food safety qualification equivalent to CIEH level 3

Desirable

- Experience of working with Healthcare

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

- | | |
|-------------------------------------------------------------------------|----------------------------------|
| ▪ Growth, Client & Customer Satisfaction / Quality of Services provided | ▪ Leadership & People Management |
| ▪ Rigorous management of results | ▪ Innovation and Change |
| ▪ Brand Notoriety | ▪ Business Consulting |
| ▪ Commercial Awareness | ▪ HR Service Delivery |
| ▪ Employee Engagement | ▪ Learning & Development |

9. Management Approval – To be completed by document owner

Version	V4	Date	June 2025
Document Owner	Donna Atkinson		