

# Job Description

Function	Government Agencies
Position	<b>General Services &amp; Business Manager</b>
Job Holder	
Date (in job since)	
Immediate manager	
Additional reporting line	
Position location	Newbold Revel

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

- Provide leadership and clear direction on all aspects of the assigned operational business area and contract delivery plan, ensuring effective management of all aspects of performance of an assigned group of direct reports.
- Manage the effective operational delivery of the contract as well as company, segment, and contract strategies across all service lines within the Ministry of Justice North contractual region, in line with the associated pipeline and demand priorities.
- Ensure standards of service detailed in the service level agreement, KPIs and within the schedules of the contractual terms and conditions are achieved, maintained, and developed through effective leadership of service line managers.
- Deliver operational excellence, innovation and change to improve operational outputs.
- Maintain company values and behaviours, ensuring they are reinforced at every opportunity.

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

- To ensure business compliance with all Health & Safety and Food Safety standards, across all service lines, thereby ensuring that our people and customers are always kept safe
- Ensure each service line understands and effectively utilises work force management principles, ensuring that the operation has the right level and quality of resources deployed across all service lines.
- Maintain regional continual improvement/development of all services, through our people, in order to create enhanced business performance
- Build employee engagement across the site by ensuring the delivery of all associated engagement activities, in line with contract key performance indicators and wider segment/business objectives
- Minimise operational risk by working closely with stakeholders and subject matter experts from the point of risk identification to a point of closure/stabilisation
- To manage the performance of assigned direct reports with a view to ensuring a high-quality service is delivered, every day
- Work with suppliers to maintain a partnering environment to ensure value is added by using subcontracted services
- Effectively communicate through designated channels regional operational risk, opportunities as well as giving assurance to senior leadership on the performance of the region.
- Support the Group Operations Manager with delivery of contract priorities and improvements, deputising when required
- To carry out any other reasonable tasks and/or instructions as directed by senior management

**3. 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.

- Ensure legislative requirements, local client site rules, regulations, and Sodexo policies/procedures are adhered to across the account
- Effective collaborative working with Sodexo external partners, MOJ and Her Majesty's Prisons and Probation Service (HMPPS) employees and MOJ consumers and personnel
- Flexibility on work schedule and location, with flexibility around hours of work, including overnight stays are required in order to meet business needs and as appropriate/necessary

**4. 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.

- Ensure the Service delivery teams are effective, accountable for full compliance and understanding of all company risk, reporting and governance processes within their assigned operational area.
- Ensure operational delivery is within agreed contractual standards, SLAs, KPIs and within agreed timelines on the contract delivery plan.
- Deliver all aspects of service excellence across their operational business area including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards. Ensuring the delivery offer is meeting the customer's needs through full and correct use of company tools.
- Business areas are fully safe and 'audit' ready and achieve required pass rate.
- Minimum expectation to meet to financial targets including revenue and gross profit There will be a requirement to contribute to the monthly financial review process for the assigned operational area and also to ensure follow up on all improvement plan actions to support improved financial performance where necessary

**5. 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.

- 3 direct reports
- Circa. 50 front line colleagues
- Revenue £3-4M
- NEC3 KPIs thresholds 98%

**6. Job profile** – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

**Essential:**

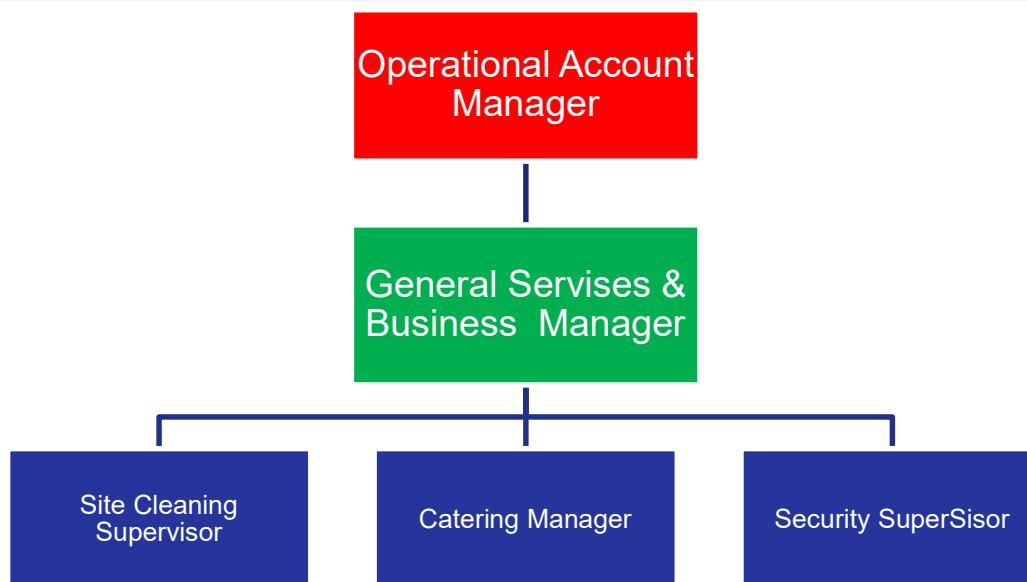
- Minimum of 3 years' experience of working in a management role within the soft FM service industry
- Soft FM specific technical skills including contract catering, hospitality and cleaning knowledge and skills
- Proven track record of leading, managing and developing a team across multiple or large site
- People management skills including general HR skills in recruitment, training and managing employee performance including disciplinary and grievance procedures.
- Experience of managing safety within the work place
- Able to work on own initiative within a team environment
- Good numerical, interpersonal and communication skills, must be able to demonstrate effective verbal and written communication
- Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)

**Desirable:**

- Experience of working within Approved Premises environments
- Experience of working in Central Government contracts (NEC3)
- Qualification in Safety, COSHH and food safety
- NEBOSH or equivalent safety qualification

- Level 3 or above qualification and or Member of a facilities organisation such as IWFM

**7. Organisation 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. Please show the job titles not the actual people doing the role, i.e. Finance Manager, Project Manager



Received:

Date:

Date:

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Job holder

\_\_\_\_\_  
Immediate Manager