

# Job Description: Domestic Manager



Function:	Health and Care
Job:	Domestic Manager
Position:	Domestic Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Senior Operations Manager
Additional reporting line to:	
Position location:	Royal Stoke University Hospital

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

- To take on day to day responsibility for the operational management of the contracted service on the site, ensuring service is delivered efficiently and in line with the contract and statutory obligation.
- To manage the daily relationships with clients & colleagues to further develop business opportunities

## 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 FY17:	£8+ million	Gross margin:	tbc	Head Count:	c.100		
		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.

# Senior Operations Manager

## Zonal Managers

**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.

The post holder will be responsible for our Domestic Service at Royal Stoke. The post holder will require the following areas of performance indicators:

- **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.
- **Continuous Improvement** Seeks to continuously improve outputs for the benefit of the business. Constantly raises the standard and quality of work, benchmarking against best practice
- **Identify opportunities to further develop the portfolio of services**, ensuring delivery within agreed Health and Care parameters

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

- Drive strong performance based culture, that delivers high cleaning standards for Sodexo and the client.
- Lead operational change projects on behalf of the department.
- Drive operational improvement through innovation and an improved staff engagement.
- Deliver a strong management review and control process with the supervisor team, including the monthly review and reporting process.
- Take an active role in client management and performance management on site.
- Develop and maintain good working relationships with the senior managers of the client. Support with calculating uplifts, variations and proforma's.
- Active member of the onsite management team, to support the Senior Management team in the strategic decision making across Soft FM Services.

- To be part of a management team which covers a 7 day a week service, support the Trust site management team and linking with the relevant Senior Manager where required.
- Work with the relevant Zonal Managers to identify risks, issues and opportunities and ensure that the operations team have plans in place to address them.
- Analyse performance trends and opportunities and determine how best the insight from this work can be turned into real performance improvements in the business. Once agreed, support and drive the implementation of this
- Day to day management of the operational budget, monitoring variations and investigating inconsistencies. Notifying relevant parties of any concerns or disputes with clear plans in place to resolve.
- Manage operations within the parameters of the contract and statutory obligations.
- Manage the workforce in line with Company and Client policies.
- 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 into consideration changes in legislation and best practise, linking with the relevant SME's.
- To assist in the planning for future development of the site and the business development of operational services

## **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 development on the 12 month site business plan within area of responsibility
- Accountable for third party/organic income generation through a customer focused culture and own a commercial focus to drive variation opportunities
- Accountable for delivering a zero accident Health and Safety culture 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
- Specific technical skills in the field of cleaning.
- Adaptable, flexible and resilient
- Inclusive style Leadership skills and knowledge
- Proven track record of leading, managing and developing a team
- 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 work on own initiative within a team environment
- 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
- Proven experience of managing client relationships
- Proven ability to develop new business opportunities
- Must be able to demonstrate the ability to communicate effectively both verbally and in writing
- Qualifications in HSWA, IOSH, food safety and COSHH.

### Desirable

- Analytical skills; able to understand complex performance issues and advise and able to prioritise action plans to resolve
- Experience of working within PFI environment
- Experience of working with Healthcare
- Understanding of 2021 National Cleaning Standards

**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

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Document Owner			