

# Job Description: Service Manager

Function:	Government
Generic job:	General Services Manager 4
Position:	Service Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Account Manager
Additional reporting line to:	Contract Director
Position location:	Larkhill

## 1. Purpose of the job

- The overall accountability and responsibility for the day to day management, co-ordination and control of all Defence activity, as set out in the contract Schedule of Requirement (SOR) and operational manuals, across the designated contract and affiliated sites.
- To plan, organise and manage delivery of all services within all the operational business area
- To 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 for assigned operational business area
- To contribute to the growth of all services in order to meet client and commercial expectations whilst maintaining strict budgetary control within operational business area in line with client and Sodexo expectations
- To manage all aspects of performance of an assigned group of direct reports

## 2. Dimensions

Revenue FY13:	3.8	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics		<ul style="list-style-type: none"><li>▪ Pass all internal and external audits</li><li>▪ Company &amp; Legislative compliance</li><li>▪ Achieve budget and Defence KPIs</li><li>▪ Completion of Team Briefs, huddles, EPA's and improved employee engagement levels</li></ul>							

### 3. Organisation chart



### 4. Context and main issues

- Comply with all legislative requirements
- Adhere to any local client site rules and regulations
- Role model safe behaviour
- Travel and overnight stay may be required to undertake training and other business requirements
- Unsociable hours in line with business requirements maybe required
- Flexibility on work schedule and location maybe required
- Collaboration with all other site department managers to ensure the effective management of the site overall
- Effective collaborative working with Sodexo external partners, DIO employees and MoD consumers and personnel, including CCM where appropriate who work on site
- Ensure all practices are in line with Sodexo policies and procedures and those set out within Health and Safety and Food safety guidelines/legislation
- To act as a site Subject Matter Expert (SME) where appropriate to support other department managers and departments, offering guidance and support where required.

### 5. Main assignments

- To continue to develop one's own skills and knowledge within the position, including any required training courses
- To maintain excellent client/customer relationships
- To attend team briefs, huddles and meetings as required
- To attend your EPA to discuss and agree job performance, objectives and development activities
- To maintain professional work standards at all times
- To care for all company equipment and ensure that any faults are reported to management
- To act as duty manager 'on call' and holiday/weekend cover as directed by line manager
- To work in conjunction with other department managers to plan, organise and coordinate service activity within own assigned operational business area and across the site
- To ensure daily standards of service in assigned operational area, as detailed in the service level agreement, within the schedules of the contractual terms and conditions and in line with applicable Sodexo service offer standards are achieved, maintained and developed
- To contribute to the growth of services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectations
- To continually monitor all H&S and FS standards in all service operations and ensure they are maintained at the required level
- To drive performance through adherence to all promotional activity and marketing initiatives
- To contribute to the achievement of site budget performance as determined by segment business objectives

- To work in conjunction with other department managers to ensure operational excellence within assigned operational business area with specific responsibility for labour management and performance of a defined group of employees.
- Active involvement, promotion and support of activities aligned towards employee engagement and achievement of IIP Gold standard
- Develop and maintain a positive internal and external network
- Continued professional learning and development in soft FM services
- To carry out any other reasonable tasks and/or instructions as directed by management

## 6. Accountabilities

- Achieve gross margin targets
- Pass all internal and external audits
- Achieve sales target
- Control waste in line with targets

### Leadership and people

- The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will support their line manager to drive employee engagement and team performance. This will include effective communication and the application of Sodexo HR policies and procedures as directed by their line manager

### Risk, governance and compliance

- The role holder will ensure that these processes are fully applied, complied with and adhered to within their assigned operational business area. Where applicable cash and stock company procedural compliance is a requirement.

### Financial management

- The role holder is required to contribute to the financial performance of their business area. This is achieved through effective control of all equipment and supplies as well as payroll.

### Relationship management client and team

- The role holder is responsible developing and maintaining good business relationships with clients and customers. The role holder must seek to resolve any concerns or complaints raised and escalate to their line manager as appropriate.

### Operational management

- The role holder will be responsible for overseeing their assigned operational business area and managing compliance with legal, regulatory and company requirements including the quality management system (QMS).

### Service excellence

- The role holder will be responsible for driving all aspects of service excellence across their operational business area including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards. The role holder will ensure that work is appropriately recognised.

### Continuous development

- The role holder should look for improvements and efficiencies at every opportunity to increase sales and/or reduce costs. These should be reviewed with their line manager to establish feasibility and create a plan of action.

## 7. Person Specification

### Essential:

- Knowledge of working in a management role within the soft FM service industry
- Leadership skills and knowledge
- 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
- Analyse problems analytically, develop opportunities and implement innovative solutions

### Desirable:

- Experience of working within military environment
- Previous experience in effectively managing in a similar role
- Health and Safety qualification equivalent to IOSH managing safely
- Food safety qualification equivalent to CIEH level 3

## 8. Competencies

▪ Growth, client and customer satisfaction, quality of services provided	▪ Industry acumen
▪ Rigorous management of results	▪ Analysis and decision making
▪ Leadership and people management	▪ Planning and organising
▪ Innovation and change	
▪ Brand notoriety	