

**Job Description:**

**General Services Manager – Scotland Cluster**

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| Function: | Operations |
| Position:  | General Services Manager |
| Job holder: | TBC |
| Date (in job since): | TBC |
| Immediate manager (N+1 Job title and name): | Trudi Parker |
| Additional reporting line to: | n/a |
| Position location: | Thermofisher Paisley |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Deliver a facilities management contract across the client’s site, encompassing both soft and security services, ensuring cost, safety, quality, continuous improvement and compliance metrics are achieved by Sodexo.
* Responsible for relationship management with clients in ThermoFisher to ensure services, support and facilitate the full range of business operations
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| 5. 2. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Lead Multi-site operational team to deliver services to meet the needs of our clients.
* Provide guidance, drive, support, and set goals for the on site service teams accountable for delivering to the customers and clients.
* Track and monitor performance metrics and indicators for the site
* Deploy compliance processes locally and identify/escalate operational risks to governance team.
* Be responsible for the designated service delivery and its ongoing development
* Establish and develop key relationships with senior ThermoFisher management and the any external service providers to enable successful delivery of cost savings and service level agreements
* Represent sites at local contract governance forum’s
* Ensure undisrupted delivery of all facility operations to the business through internal and contract resources.
* Drive operational excellence and therefore an efficient operating model; in order to minimise the overall operating cost of the facility
* Ensure that the Company's, the clients and statutory regulations regarding hygiene, food safety, health & safety and Equal Opportunities are complied with.
* Ensure that in-house training and staff development is effectively carried out in accordance with the Training and Development Plan.
* Supervise the recruitment process of Sodexo Management and supervisory staff to ensure the optimum candidates are available and succession planning is considered.
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| 2. 3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Deliver profitable services against a backdrop of high expectation ensuring budgets are managed and met
* Drive the quality and integrity of the services provided whilst equally supporting the achievement of the contract financial objectives
* Exercise significant influence over multiple client stakeholders to provide opportunities for growth within an environment that can be changeable and has conflicting priorities from different stakeholder groups
* Identify opportunities for organic growth and new business opportunities
* Drive a zero-harm culture throughout the site
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| 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. |
| * Delivery of financial objectives – profit and cost control
* Meet/exceed all contractual KPI and SLA’s
* Credibility within client organisation and industry; recognised as centre of excellence for service delivery
* High employee engagement levels through the successful leadership of a capable management team
* Look for opportunities for growth within sites and strive for continual innovation.
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| 2. 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. |
| * TBC – part of a national Pharma contract
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| 6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position. |
| * Proven experience in a FM leadership/management role
* Excellent relationship management at all levels
* High level of practical knowledge of SHE and legislative requirements
* Understanding of operating in a GxP/quality environment.
* Experience of delivering soft and security services through a management team across one or more sites
* Experience of leading a large team and significant budget
* Significant experience within a multi service line FM environment
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| 2. 7. 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. |
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Received:

Date:       Date:

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Job holder Immediate Manager