

Job Description: Operations and Compliance Manager

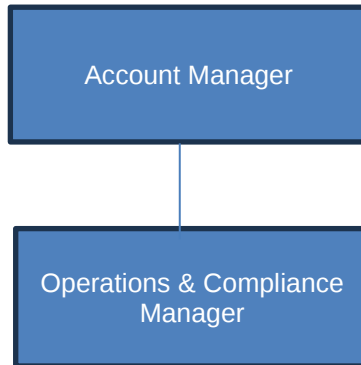
Function:	Corporate Services
Position:	Operations & Compliance Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Account Manager
Additional reporting line to:	
Position location:	Dublin St James Gate

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

Supporting the Account Manager in delivering facilities management on the Diageo SJG Site encompassing both hard & soft services, ensuring safety, cost, quality, continuous improvement and compliance metrics are achieved by Sodexo through the effective coaching and management of the on-site Sodexo teams.

They are “the face of Sodexo” for service users on the site from all business groups and should always seek to optimise service delivery and minimize disruption to the business. The S Operations & Compliance Manager discharges their accountabilities through several management processes and teams - including chairing the multidisciplinary Sodexo team, which not only takes an overview of operational matters but also identifies and leads effective business support strategies (including demand driven business development opportunities) to improve the performance of Sodexo.

2. 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.



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

The Operations & Compliance Manager is accountable for ensuring.

The strategic management of the organization and to ensure the smooth running of the business on a day-to-day basis. To provide leadership, management and support to all stakeholders. To be innovative and drive forward quality in standards, by leading and developing teams in the delivery of exceptional service and continuous improvement

- Oversee day-to-day operations, assign weekly performance goals and ensure their completion, and accomplish your own goals
 - Recruit, onboard, of Managers and Supervisors to achieve objectives
 - To support the strategic management of the organization and to ensure the smooth running of the business on a day-to-day basis. To provide leadership, management and support to all stakeholders. To be innovative and drive forward quality in standards, by leading and developing teams in the delivery of exceptional service and continuous improvement
 - Review and improve organizational effectiveness by developing processes, overseeing Managers, establishing a highly motivational work environment, and implementing innovative changes.
 - Provide guidance and feedback to help others strengthen specific knowledge/skill areas.
 - The role will have responsibility and leadership, with an operations management background and will support Service Delivery across the contract.
 - The role will provide consistent direction on the key issues that are relevant to all Business functions including Emergency Response, Business Continuity, Internal Communications etc.
 - Support Account Manager to deliver consistent quality and service standards to the agreed client contract specification and requirements as measured by both qualitative and financial targets.
 - Carry out unit audits to measure progress in line with the Company's laid down requirements, policies, and procedures
 - Have a passion for delivering excellence through understanding the Sodexo Corporate Services values and brand standards and ensure these are delivered across the business.
 - Provide support in new and existing contracts tender, mobilisation, and stabilisation.
 - Roll out and ensure compliance with new Company initiatives and programs.
 - Provide support and cover when managers are on leave.
 - Continually look to implement new initiatives within operations demonstrating forward moving business innovations to Clients.
 - Provide cover when site leads, or Account Manager are on leave and act as first point operational issue escalation and resolution.
 - Ensure all legislative and Company required health and safety policies, processes and records are adhered to and monitored.
 - Escalation of any non-compliance or weakness in procedures to appropriate line manager and EHS support function.
 - Carry out in depth reviews of sites finances at the end of each period and ensure action plans are put in place as required.
 - Rigorous management of results and compliance to commercial terms.
 - Provide support to team leads to ensure work of teams is carried out and performed to standards, policies, and procedures.
 - Management of staff issues (e.g., attendance, conduct, capability, and competency etc.) that are covered by HR procedures or local rules.
- Drive employee engagement on site.

5. 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.

- Proactively manage & monitor performance the services delivered by Sodexo Teams and ensure actions are in place to improve performance as appropriate to meet the agreed Sodexo outcomes whilst adhering to contract requirements. Motivating, mentoring, and providing guidance to team members. Working with other departments to ensure alignment and achieve common goals.
- Developing and improve efficiency, productivity, and reduce costs.
- Implementing quality assurance programs and ensuring compliance with industry standards.
- Make sure that staff and contractors in your areas adhere to the requirements of SOPs and company procedures related QHSE compliance and technical compliance.
- Provide direction and motivation for the Sodexo function, managing performance, and developing the skills and capabilities of colleagues through effective leadership of the Sodexo site team and role modelling 'leadership' across Sodexo.
- Be approachable, visible site-based figurehead for Sodexo and primary escalation point for addressing site-based issues and opportunities.
- Ensure effective emergency management processes are in place and be an active member of the Site Emergency Response and Business Continuity Teams
- Resolve in a diplomatic but effective manner site management issues arising from both on site and external sources on behalf of the site leadership team.
- Regularly work with Sodexo peers and colleagues on regional or national basis exploring new solutions to satisfy business drivers.
- Be accountable for absence percentage on site and continuously drive absence management among your teams to ensure reduction and low levels.
- Develop a strategic plan for 3 to 5 values add activities which will demonstrate our value to clients beyond the core service.
- Ensure compliance with company purchasing policy
- Ensure high levels of customer satisfaction are monitored, measured and managed.
- Manage clients proactively, ensuring their expectations are exceeded, and ensure the prompt and efficient delivery of all services to the agreed standards.
- Coordinate and direct activities within the assigned area.
- Manage and control the services to the agreed specification and to the agreed performance, qualitative and financial targets.
- Support with managing the segment/district to increase the client and Sodexo's revenue opportunities i.e., cash sales, labour efficiency and generating the GOP expected at each site across the portfolio of business
- Recruit, induct and develop talented employees within the business portfolio and to manage performance through appraisals, training and performance management
- Identify opportunities for organic growth and new business.
- Management of Health, Safety and Environmental legislation relating to establishment portfolios ensuring the statutory requirements are met and all records maintained
- Responsible for driving continuous improvement

Communication / Influencing

- Build and maintain strong and effective relationships with customers, colleagues and FM service providers at all levels. A well-developed cultural sensitivity that enables successful challenge and support as required.
- Motivational team leader and good team player
- Role model for matrix management including target setting and feedback for non-reports.
- Diplomatically, sensitively & assertively engage with customers and colleagues, clarifying their needs and implementing a response that is understood to be in the best interest of clients and Sodexo.
- Develop reports as required to satisfy business, governance or client meetings.

6. Person Specification

- Ability to manage multiple workloads and stakeholders in a fast-paced dynamic environment
- Excellent interpersonal skills and ability to communicate effectively with customers, clients, and employees at all levels.
- Challenges the status-quo, innovative, willingness and with a 'can do & improve' attitude.
- Good financial acumen
- Motivating & managing others
- Developing others
- Being a team player
- Commercial acumen and business sense
- Building client relationships
- Impacting and influencing others
- Creative problem Solving
- Quality focus
- Organization and planning
- Developing profitable relationships
- Identifying new business
- Strong communication, and negotiation skills
- Excellent client relationship management
- Experience working in a standards/compliance environment

7. 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	

Received:

Date:

Job holder

Date:

Immediate Manager