

Function:	Operations
Position:	General Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Account Director
Additional reporting line to:	
Position location:	Ewood Park, Blackburn Rovers FC, Blackburn

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

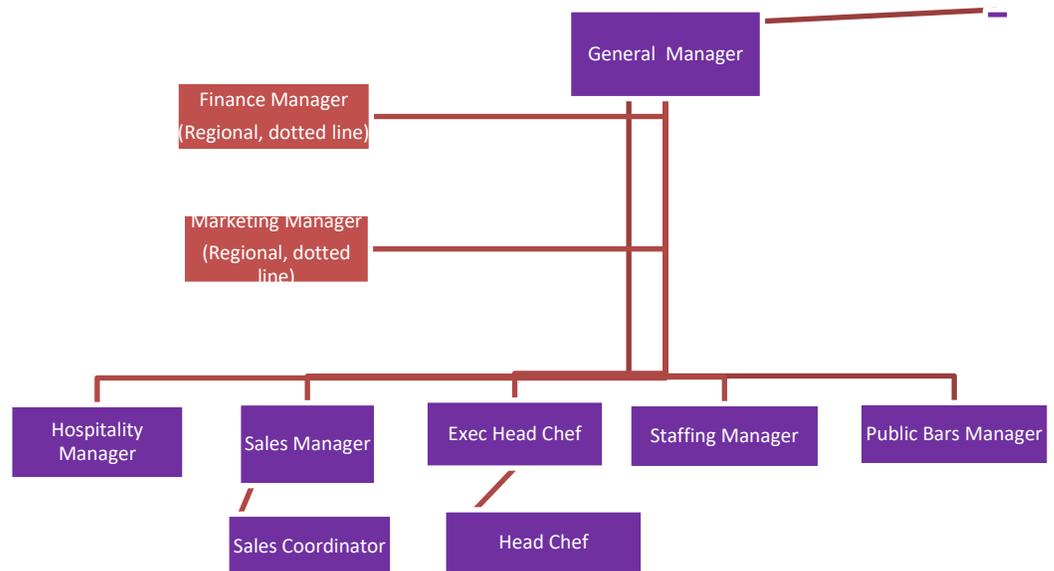
- To provide senior leadership to the team at Ewood Park, living the Sodexo Live! values on a daily basis and providing a single point of contact for the venue partner.
- Oversight of Senior Training Centre and Academy.
- To appropriately manage the onsite teams, ensuring services are delivered at a consistently high standards to meet the requirement and expectations of our venue partner and the end customer.
- To rigorously control financial management of all aspects of the Sodexo Live! operations at Ewood Park.
- To embed a culture of safety, diversity, and inclusivity across all of our operations, working in collaboration with our venue partner.
- To foster a culture of innovation, disrupting the norm with pride and passion.
- Leading the team confidently with integrity, openness and honesty.

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.

- Maximise the profitability of the contract within area of responsibility and deliver the required results
- Lead, develop, manage and motivate a high-performance team to the agreed standards
- Support the Account Director in the development of business strategy in line with current and emerging consumer trends
- Lead and maintain account development plans, as well as supporting the change management process
- Manage and support onsite teams to ensure we deliver amazing customer service, always looking for ways to innovate and drive change
- Where applicable, ensure our sales teams are working to agreed sales and profit target with rigorous emphasis on pipeline development and sales conversion
- Ensure that both internal Sodexo Live! and partner business deadlines and targets are hit
- Lead the team and take responsibility when needed, act with initiative, demonstrate energy and enthusiasm

- Be a champion of safety and diversity within your teams
- Take overall responsibility for ensuring that contracts are operated within their contractual terms, have a unit business plan which is reviewed at least quarterly showing key objectives, goals and measures that link to the overall business plan and strategy for the segment.
- Take overall responsibility for ensuring the contracts perform to budget and achieve their unit business plans and improve financial performance utilising nominated suppliers, maximising labour productivity in line with company models, policies and procedure and controlling costs.

3. 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. 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 all business units are performing to agreed budgets/forecasts
- Costs are being controlled by promoting efficiencies to assist in the control of labour costs
- Business contract delivery and client risks managed in controlled and structured way
- Continuous improvement plans in place for specific sites and/or specific services
- Account development strategies and plans in place together with controls and governance to ensure delivery of said plans. Connect strategies to overall business plan as well as market client demands
- Measurably strong client and customer perception and satisfaction with services delivered
- High levels of client engagement via demonstratable strong relationships built on mutual respect and trust
- P&Ls managed to deliver and exceed budget, commitment registers kept up to date, purchase orders raised and authorised appropriately, and business traded correctly on time
- Organise growth opportunities identified and converted
- Client retention and contract extension opportunities identified and converted through positive working relationships with clients
- High levels of team engagement
- Recognise leaders within the business and respected specialist in specific market sector
- All standards in the operational audits are effectively passed by the business units such as Safeguarding audits, Unit Business Health Checks and Mystery Shops.
- Formal client and industry recognition (awards) for service delivery, innovation, continuous improvement etc
- Maintain high performance teams, demonstrated through the EPA, talent and succession planning process and staff engagement surveys and accreditation

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

- There is a positive team culture where all team members work together and support each business area as required.
- Develop long term client relationships in line with the 'clients for life philosophy' to enhance the retention of current clients and customers, gain referrals for new business and attract new customers.
- Service standards across site are either in line with or above our clients expectations and are reviewed on an ongoing basis
- Rigorous management of sales activities, and cost to ensure delivery of all financial metrics
- Overall accountability for Health and Safety, Food Safety, Alcohol licencing and cash stock security.

6. 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.

- Take overall responsibility for ensuring that the contract is operated within their contractual terms, have a venue business plan which is reviewed at least quarterly showing key objectives, goals and measures that link to the overall business plan for the client and strategy for the Sodexo Live!
- Identify organic growth opportunities through innovation and new initiatives within existing contract
- Manage the venue partner's expectations around the future development of the venue
- Seeks new ways to drive revenue and other growth opportunities.
- Ensure contract is performing within the agreed SLAs at all times to meet Sodexo Live! contractual commitments
- Take overall responsibility for ensuring that contract is operated within their contractual terms
- Ensure that clients receive services delivered within contractual terms and these are delivered in a cost effective way
- Develop strong long term client relationships with multiple clients and agents in line with Clients for Life (CFL) philosophy to enhance the retention of current clients and customers, gain referrals for new business and attract new clients and customers.
- Develop and retain existing client relationships through monthly meetings and quarterly reviews, using the full CFL process
- Monitor KPI reporting, reviewing and delivery of content of client meetings

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- High standard of literacy and numeracy
- Expertly manage senior client relationships
- Highly developed verbal and non-verbal communication skills
- Stadia or large venue management experience
- Experience in delivering public retail and high-quality hospitality operations
- Proven experience in managing P&L accounts and driving profitability
- Proven operational knowledge, skills and experience in managing multi-site/multi service operations
- Management of large and diverse teams
- Manage multiple workloads and shifting priorities
- Deliver excellence in operational service standards and customer satisfaction
- Demonstrate resilience when faced with multiple business challenges
- Ability to interpret and utilise complex and varied financial and commercial information
- Excellent interpersonal skills and ability to communicate effectively with customers, clients and employees at all levels
- Background in conference and events sales
- Good knowledge of food safety, health and safety, and Scottish alcohol licencing requirements
- Self-motivated and able to work on own initiative within a team environment



8. Management Approval – To be completed by document owner

Version	1	Date	
Document Owner			

9. Employee Approval – To be completed by employee

Employee Name		Date	
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