

Job Description: Head of Residencies



Function:	Universities
Position:	Head of Residencies
Job holder:	TBC
Date (in job since):	
Immediate manager (N+1 Job title and name):	Partnership Director
Additional reporting line to:	
Position location:	University of Greenwich

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

Today's students are the next generation of role models and innovators; they are pioneers, trendsetters, adventurers, philosophers, artists, teachers and scientists. Our communities are where they live, learn and grow into their future roles within the community.

Sodexo ensures a clean, maintained, safe, and inspiring learning environment for students and their educators while also providing the wider university staff with the best environment for supporting world-class education delivery.

The purpose of this role is to strategically lead, shape, deliver, and embed a programme of change required to achieve Sodexo's ambitions, specifically regarding Customer Experience, acting as the champion for our customers and clients, ensuring they are central to decision making in all service streams.

- To provide leadership and direction to the delivery and management teams within the services areas of the Sodexo business.
- Working with the Partnership Director and Senior Leadership Team to develop and lead the changes that are necessary to deliver a constant journey of Improvement.
- Establishing and maintaining excellent working relationships with client teams, student services professionals, relevant community organisations, including participation in multi stakeholder committees.
- Working closely with The University's Estates and accommodation teams to ensure Sodexo's service lines are delivered in line with the university's values and vision.
- Act as subject matter expert for Student Accommodation Management and Best Practice
- Lead on ensuring compliant buildings under your management.
- Management of accommodation teams to ensure full-service delivery.
- To be accountable for the exemplar service delivery and operational objectives, ensuring continuous improvements are made.
- To manage and control all expenditure in line with budgets.
- To ensure that the service is delivered in line with contractual requirements and that KPI's are met and financial penalties are not incurred

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 FY26:	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region	Workforce	tbc
	EBIT margin:	tbc							

	Net income growth:	tbc		Outsourcing growth rate:	n/a	HR in Region	tbc
	Cash conversion:	tbc					

3. Organisation 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.



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.

- Providing uniformity across the University of Greenwich Student accommodation including PFI contracts.
- Ensuring proactive engagement with students, stakeholders, and colleagues at all times
- Lead and comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
- Ensuring contractual reports are produced and provided; responding to management and client requests for data and answering queries in relation to the information produced.
- To deliver a consistent level of service across site, within the Company's standards, to the contract specification and agreed KPI performance, qualitative and financial targets.
- Present new and exciting opportunities to drive Social Impact across Sodexo's pathways, planet, people, partnerships and places.
- Support the university with improving customer satisfaction.

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

- To effectively drive performance across all FM workstreams across the UoG student accommodation portfolio
- Lead the team to ensure that strategic objectives and tactics are communicated and executed to achieve both contract and segment targets.
- Provide insights that improve reduce risk.
- Ensure the cultivation of innovation and best practice and share across the wider business unit.
- Support the coordination of student arrivals weekends ensuring a seamless and welcoming experience for students.
- Support the coordination of Open Day operations.

- Working closely with SLT colleagues, wider Sodexo team and UoG stakeholders to create an exceptional student experience for our residents, providing the best platform from which our students can excel at their studies. To create an environment that gives a homely experience where students will choose to remain until they graduate.
- Effectively manage your budgets to ensure the contract is being delivered in a cost-effective way for the client and Sodexo.
- To ensure that both SLA's and KPI's are being delivered to the required contract standard.
- Attend meetings with stakeholders to monitor and improve service delivery.
- Proactively manage quality of service and introduce innovations in line with market trends and Sodexo initiatives.
- Ensure with support from Managers, the delivery and good standard of cleaning, catering & FM through regular inspection and the production of records and reports.
- Maintains effective lines of communication throughout the service and teams.
- Compliance with statutory and legislative guidelines within the areas of responsibility
- Maintaining and building a health and safety culture with a Zero Harm Mindset
- Assume full responsibility for your area of control against contracted scope of works.
- Ensure the termly and end of tenancy inspections are carried out – with support from Managers. Managers to work with the Sodexo FM Team and University Departments to arrange and coordinate summer operations and life cycle program.
- Ensure there is the training of staff in such a manner as to maintain an effective professional, safe, and compliant culture.
- Attend sector conferences and events to stay up to date with best practice in Student Accommodation
- Carry's out annual appraisals and Aspire conversations where appropriate, identifying training requirements and areas for development.
- Attends all nominated training courses, both in-house and external to meet the development needs of the post and post holder.
- Ensure the FM management systems are maintained for site-based operations to ensure that jobs are appropriately logged and reported.
- Ensure that we achieve and improve KPI objectives for the contract organisations.
- Liaise with all levels of the organisational hierarchy.
- Lead your team and empower them to create an exceptional residency living experience for our residents, with support from the Social Impact Lead, provide training and support to designated personnel across the portfolio to enable the best residency living experience possible.

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.

- Responsibility for leading multiple complex work streams, ensure that current projects meet their stated objectives but that the future workload is in place to ensure continuity of resource.
- Have the ability to build strong relationships with internal and external stakeholders.
- Provide insights that improve / reduce risk and liability and provide actionable insight for our clients.

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

- The position requires an individual who is flexible enough to assume a variety of roles as dictated by the changing needs of students. It is crucial that the role holder can relate well to others, work with senior stakeholders internally and externally.
- Extensive experience in the built environment, understand the wider FM sector challenges and changes to the FM landscape.

- Extensive experience in creating successful workplace experience across all business functions. Analytical approach to data led decision making.
- Strong commercial acumen with experience of supporting account growth. Proven experience in managing a P&L
- Flexible with the ability to overcome challenges whilst looking for continual improvements to service delivery.
- Highly experienced in all Microsoft office suite programs to include MS Excel, MS Office, MS PPT
- Excellent communication and interpersonal abilities with aptitude in fostering long term relationships.
- An ability to lead and influence people.
- Extremely enthusiastic and confident around people
- A strong people manager
- Excellent presentation skills
- A clear thinker with the ability to flex to the demands of the role proven experience in managing subcontracted services.
- Understanding of a NEC 4 contract or willingness to learn
- Experience in delivering change management

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Growth, Client & Customer Satisfaction	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	Learning & Development

Managers Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	