

Job Description: Chef Manager



Function:	Healthcare
Job:	Business Director
Position:	
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Mark Oldfield - Divisional Director
Additional reporting line to:	
Position location:	Manchester Foundation Trust Oxford Road

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

To take overall day to day responsibility for the operational management and strategic development of contracted services for the site covering Hard and Soft FM. To ensure that Sodexo continuously and effectively support the Trust's clinical needs, to the agreed contract schedules and service delivery plans.

Install, develop, and manage governance within the management team to deliver on the Segments key targets and control any site related risks.

Take full accountability as the Designated Person for HTM 00 for the site work with the Project Co consortium in the management of the site assets.

Deliver on a true contract partnership with all key stakeholders working with all parties in developing integrated plans based on each stakeholders' individual needs

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 FY24/25:	£65m	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce Circa 1,000
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	
		Net income growth :	tbc				HR in Region On site	
		Cash conversion:	tbc					

Characteristics: Add point

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.

- Sodexo provide through a PFI agreement a full range of facilities services at the hospital including patient catering, cleaning, linen, portering, helpdesk, retail, Hard FM, helpdesk, and waste removal
- The post holder has a responsibility to comply with the Trust's policies and procedures regarding their own conduct on
- site, including but not limited to infection control, smoking and car-parking as well as ensuring that any employees under their supervision equally comply.
- The post holder has a responsibility for governance throughout the management structure including the management of the services against a budget target, quality of service, compliance with SFG20/HTM and risk management via JCAD.
- Employee engagement across a diverse workforce with 24/7 shift patterns prohibited by the scale of the site.
- Operate with a zero harm Health & Safety culture with target of zero LTI's over a 12 month rolling term

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

- Develop and manage a professional client retention and communication strategy, attending meetings with the Trust as required, being the Sodexo contract representative for the project agreement
- Manage the day-to-day operations and ensure service delivery is of a high quality with an emphasis on standards, Health & Safety and the patient experience.
- Have full P&L responsibilities for the services being managed and accountability to deliver against company budgets ensuring regular minuted meetings within reporting lines
- Prepare and review, the allocation of operational budgets to meet the requirements of the contract on both revenue and capital costs
- Ensure that all financial targets and KPI's are achieved within a framework of absolute financial control with Risks and Opportunities auctioned and reported on a monthly frequency
- Assess current staff professionalism and competence, arrange and manage training / mentoring programs.
- Constantly assess the risk to the Authority for all FM provisions recording the findings within the R&O or JCAD process
- Drive third party income generation through a customer focused culture and own a commercial focus to drive variation opportunities ensuring compliance with our finance colleagues
- Lead the development and implementation of an annual Business Plan supporting budget for the site, to achieve company and client objectives.
- Develop and manage efficiency programmes to reduce costs and increase productivity ensuring that KRONOS is fully functional to the business timeframe
- Attend Trust and related meetings, constructively contributing and react to requirements
- Ensure the management team is motivated and engaged and undertake successful employee appraisals/performance reviews
- Recognise and manage the operations effectively with an existing workforce and organization including the identification of training and development needs
- Plan and dovetail with the Trust's policies and procedures and FM services requirements
- Create a visible management presence throughout the management team and within the Trust and for our frontline employees.
- Respond and control FM services in emergency situations supported by the Senior Management team
- Have a robust measurable engagement plan that is cascaded and governed throughout the management team.
- Have a robust governance process that delivers zero LTI's supported by a meeting structure that manages and risks.
- Provide professional and technical decisions on the spectrum of Soft and Hard FM services
- Ensure a positive relationship with SPV, particularly at a senior level
- Ensure all PFI protocols and contractual requirements are met
- Ensure a robust performance report is produced each month as detailed in the PA

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.

- All Contracted Sodexo KPIs met
- Financial performance in line with budget/forecast
- Staff satisfaction survey/Engagement survey with positive results and plans for continuous improvement
- Minimise financial penalties, aiming for zero penalties, plans to be created to address any issues
- High staff morale with improved. Managed sickness absence levels
- Efficient and economic use of labour without premium rate overtime; excessive agency or spikes in annual leave
- High levels of customer satisfaction recognised through 'Clients for Life' process & Medalia scores
- Managing debt within contractual requirements
- Ensuring labour management targets are met and labour costs are controlled.
- Reduction in accidents year on year with efficient management of H&S Net Zero target for LTIs
- Quality of services reporting and conversations around quality to become part of the normal work environment conversation.
- Liaise with service SMEs and external professional bodies to review innovation and new ways of working for supporting client interaction/ conversations.
- 100% delivery of annual PPM program
- Identify and manage site related risks.

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

- Graduate level or equivalent qualifications or experience
- Experience of a client facing role, managing multiple services in healthcare including Hard FM
- Knowledge & experience of managing Soft FM and/or Hard FM services in large multi-site, complex contract(s)
- Demonstrable ability to manage and motivate teams
- Strong financial awareness and management with great PC skills
- Ambition and resilience in management and work ethic
- A team player and effective communicator with the ability to influence key decision makers
- Proven ability to plan and achieve results in difficult situations and in limited timeframe
- Ability to manage operations against an agreed specification demonstrating strong P&L expertise, commercial awareness and core numeracy skills
- Be able to negotiate with and influence internal and external decision makers
- Proven ability to work in a Partnership approach with a client
- Strong leadership qualities, able to seize the initiative and drive results whilst having the ability to act as an effective team player within the operations team
- Proven experience of managing employees, addressing performance issues effectively and maximising engagement
- Innovative, with the ability to robustly deliver continuous improvement and change where necessary
- Proven experience of holding others accountable for high performance and high standards and expectations of others, ability to challenge the status quo
- Ability to identify new opportunities and upsell within and around the agreed contract, at agreed margins
- Must be proactive rather than reactive in managing services and resources

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

<ul style="list-style-type: none"> ■ Growth, Client & Customer Satisfaction / Quality of Services provided 	<ul style="list-style-type: none"> ■ Leadership & People Management
<ul style="list-style-type: none"> ■ Rigorous management of results 	<ul style="list-style-type: none"> ■ Innovation and Change

▪ Brand Notoriety	
▪ Commercial Awareness	
▪ Employee Engagement	

9. Management Approval

Version		Date	10 07 2024
Document Owner	Mark Oldfield		