

sodexo
QUALITY OF LIFE SERVICES

Function:	Facilities Management Healthcare
Position:	Office Manager
Job holder:	Adele Fitzgerald
Date (in job since):	11 July 2022
Immediate manager (N+1 Job title and name):	Sean Robson Business Director
Additional reporting line to:	
Position location:	Manchester University Foundation NHS Trust (Oxford Road)

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

The Office Manager plays a vital role in the success of Sodexo, ensuring that all administrative and support functions run seamlessly and efficiently. Acting as the operational backbone of the office, the role provides structure, clarity, and leadership to the administrative team, while upholding Sodexo's values of Service Spirit, Team Spirit, and Spirit of Progress.

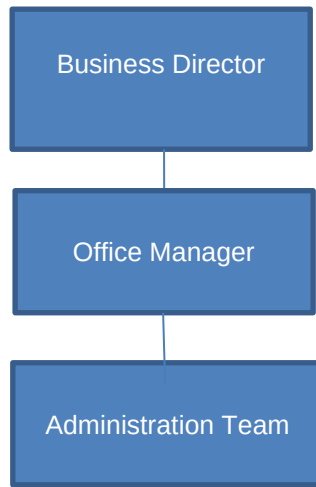
This position is responsible for maintaining high standards of organisation, governance, and communication across the Account, supporting the Business Director and wider leadership team in achieving contractual, operational, and customer service objectives. The Office Manager ensures that documentation, reporting, and coordination processes are robust, accurate, and delivered to the highest standard, enabling the Account to meet and exceed client expectations.

The role is both strategic and hands-on: balancing daily management of office functions, customer complaint resolution, event coordination, and social value initiatives with a broader focus on driving continuous improvement, efficiency, and professional excellence.

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 FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region	Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc	
		Net income growth:	tbc							
		Cash conversion:	tbc							
Characteristics										

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.

- Ensuring administrative processes meet contractual and audit requirements.
- Managing a small but busy team that underpins operational efficiency.
- Handling customer and client complaints promptly and professionally.
- Maintaining effective communication and coordination across the Account.
- Supporting Sodexo's social value agenda and community engagement commitments.

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

- Lead, supervise, and develop three administrative staff, ensuring workloads are managed, objectives are clear, and performance standards are met.
- Provide comprehensive administrative support to the Business Director and management team, including document preparation, scheduling, and reporting.
- Manage and monitor customer and client complaints, ensuring issues are logged, investigated, and resolved in line with Sodexo policy and contractual requirements.
- Maintain and control all documentation and records associated with the Account, ensuring compliance with audit, KPI, and information governance standards.
- Coordinate management and operational meetings, preparing agendas, minutes, and reports as required.
- Manage office operations, including supplies, consumables, and resource procurement, ensuring effective cost control and stock management.
- Organise internal and external events such as stakeholder meetings, audits, staff engagement sessions, and community activities.
- Promote and support Sodexo's social value and sustainability programmes, assisting with local initiatives, volunteering, and community engagement.

- Support the implementation of new processes and initiatives that improve efficiency, communication, and service quality.

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.

Leadership:

- Provide effective supervision, direction, and support to the administrative team, ensuring performance, motivation, and compliance with Sodexo standards.

Customer & Client Service:

- Handle all customer and client complaints in a professional, timely, and transparent manner. Maintain strong communication channels with stakeholders and ensure issues are resolved to satisfaction.

Compliance & Governance:

- Maintain accurate records and documentation required for contractual performance, audits, and KPI monitoring. Ensure data integrity and compliance with confidentiality and data protection policies.

Operational Support:

- Deliver high-quality administrative and organisational support to the Business Director and management team, contributing to the smooth running of the Account.

Office Management:

- Ensure the efficient and professional operation of the office environment, including supply management, document control, and systems coordination.

Event & Engagement Support:

- Lead on the organisation of internal and external events, promoting effective communication and positive relationships across the Account and with external partners.

Social Value:

- Support and champion Sodexo's corporate responsibility agenda, helping to deliver measurable community, environmental, and social benefits in line with company objectives.

Continuous Improvement:

- Regularly review and improve administrative processes to increase efficiency, accuracy, and overall service performance.

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

Essential:

- Proven experience in office or administrative management, ideally within Facilities Management, Healthcare, or a PFI environment.
- Demonstrable leadership and people management skills.
- Strong organisational and multitasking abilities with attention to detail.
- Excellent written and verbal communication skills.
- Experience managing customer or client complaints to resolution.
- Proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook).
- Understanding of compliance, audit, and information governance standards.
- Ability to work under pressure and prioritise effectively in a fast-paced environment.

Desirable:

- Experience working within a healthcare or NHS PFI contract
- Familiarity with Sodexo policies, standards, and quality systems.
- Experience coordinating events, staff engagement, or community initiatives.
- Understanding of KPI reporting and audit frameworks.

Personal Attributes:

- Professional, approachable, and dependable.
- Calm, composed, and solution-oriented under pressure.
- Integrity, discretion, and respect for confidentiality.
- Naturally organised with a proactive and flexible approach.
- Passionate about teamwork, social impact, and service excellence.

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

- Leadership & Team Management
- Communication & Influence
- Customer & Client Focus
- Organisation & Planning
- Compliance & Governance
- Problem Solving & Decision Making
- Continuous Improvement
- Social Value & Community Engagement
- Professionalism & Integrity
- Adaptability & Antifragility

9. Management Approval – To be completed by document owner

Version	Version 1	Date	November 2025
Document Owner	Sean Robson		

10. Employee Approval – To be completed by employee

Employee Name		Date	
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