

Job Description: Business Manager Nuffield York



Function:	Healthcare
Job:	Business Manager
Position:	Business Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Anthony Thackray – Regional Manager Nuffield North
Additional reporting line to:	
Position location:	Nuffield Hospital York

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

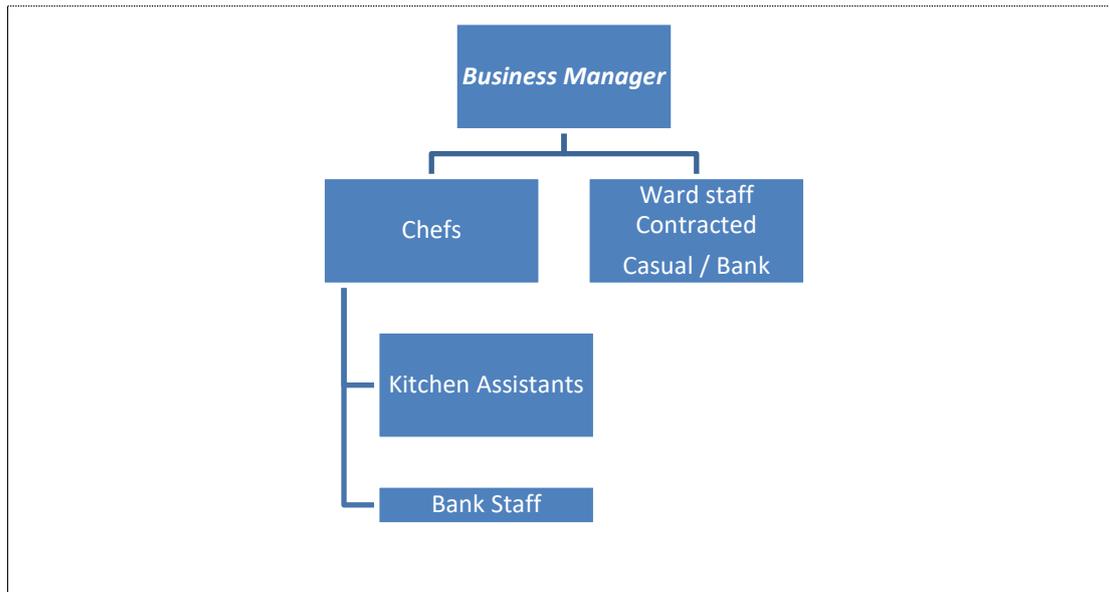
Manage a team of 12 to deliver a high quality service to patients and staff 365 days a year. The site has a staff/ restaurant, patient feeding You will have to ensure food is delivered in a clean safe environment ensuring all areas of safeguard, EHO and Nuffield policies are adhered too. Manage all aspects of staffing and ensure the smooth running of patient and staff feeding. Liaise with client to ensure all requests are completed within the required timeframe. Attend client meetings and represent Sodexo.

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 FY16:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Number of staff	12
		EBIT margin:	tbc			Services	Catering
		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.

- Ensure services at the Nuffield remain within remit are managed to contractual and legal requirements and to budget.
- Recruit, motivate and manage the staff, ensuring they are fully trained and developed for the roles they hold.
- Maintain regular, meaningful client contact and produce appropriate reports and actions from this

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

- Order all provisions in line with Sodexo ordering policy and using Drive or for nonfood goods use nominated Sodexo suppliers
- Ensure that all areas of the kitchen and food service areas are kept clean and well maintained. Reporting any defaults to client and helpdesk and ensuring completion of outstanding issues
- To ensure completion of all the Sodexo SMS paper work, temperatures, electrical checks, COSHH, HACCAP etc.
- To pass all internal and external audits such as safeguard, EHO and Nuffield audits
- To managing the team to achieve the desire results driving forward service excellence and delivering quality.
- Train all members of the team using the Sodexo GREAT training cards, induction, Nuffield training, passport training and competency observations and complete Access training
- To ensure the weekly rotas are complete in the correct time frame and labour is managed within budget agreements
- To complete daily and monthly billing
- Complete daily cashing up in accordance to Sodexo's trading procedures
- Close accounts at agreed times
- Comply any reasonable requested by your line manager in a the required time frame
- Complete any reasonable requested by Nuffield in the required time frame
- HR issues are dealt with in accordance to training
- Manage your emails and correspond in a timely professional manor

- Liaise with the hospital director and clients team
- Manage security key holding billing
- Provide client quotations and manage subcontractors if successful
- Manage deep clean and coffee machine contractors

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.

- Achieve a PSS client KPI
- Positive PSS comments
- Pass internal Nuffield audits
- Acquire a 5 star EHO audit
- Acquire a green safeguard result
- Monthly P&L in profit

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

- Organised and by able to deliver on time
- Track record of developing and leading a team
- Good written and verbal communication
- Proficient with Microsoft office suite
- Previous management experience in delivering results
- Experience in managing client relationships
- Food Safety level 3
- Managing high health and safety standards

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
<ul style="list-style-type: none"> ■ Brand Notoriety 	
<ul style="list-style-type: none"> ■ Commercial Awareness 	
<ul style="list-style-type: none"> ■ Employee Engagement 	
<ul style="list-style-type: none"> ■ Learning & Development 	

9. Management Approval

Version		Date	24/2/26
Document Owner	Anthony Thackray		