

Job Description: [Business Support Manager]

Function:	Operations
Job:	Operations Manager
Position:	Business Support Manager
Job holder:	Carol Forrest
Date (in job since):	Nov 2021
Immediate manager (N+1 Job title and name):	Account Manager Natalie Davies
Additional reporting line to:	Account Director – Anthony Boyton
Position location:	Surrey, Sussex, Kent, Berkshire, and London

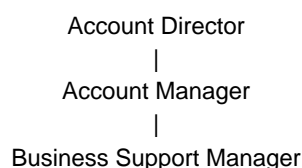
1. Purpose of the Job – State concisely the aim of the job.

- To support the Account Manager to manage and control the service offers for the clients within the patch to the agreed specification and to the agreed performance, qualitative and financial targets.

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 ▪ 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.

- Assisting the Account Manager and site managers with recruitment and all related HR processes.
- Drive recruitment within the teams, dealing with agencies on daily basis- building a casual base of staff and managing shortfalls.
- Ensure managers are compliant in all areas such as Health and Safety / Food Safety and drive the Zero harm culture.
- Support the Account Managers in ensuring all sites are cooperating building on engagement and buddy /service delivery experts.
- Ensure compliance in all areas of purchasing, finance, and documentation of month end processes.

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

- To support the Account Manager to manage and control the service offers for the clients within the patch to the agreed specification and to the agreed performance, qualitative and financial targets, with dotted line responsibility to manage and control of the catering services and support services within the patch
- To be responsible for certain operating areas and support leading the managers to ensure they deliver against Key Performance Indicators
- Act as a representative of Sodexo within the defined operating area by the effective management of all Managers to ensure the delivery of both qualitative and quantitative results
- Foster long term profitable relationships with Clients to maintain existing business and identify new business opportunities by delivering operational excellence
- Provide direction and expertise to the operating area by promoting Sodexo strategies and best business practices in order to uphold the Company mission and values
- Support with motivating and leading a high performing team to achieve their objective.
- Stand in for site managers when required

6. Accountabilities

- Coordinate and direct activities within the assigned area.
- Manage and control the services to the agreed specification and to the agreed performance, qualitative and financial targets.
- Support with managing the team/patch to increase the Client and Sodexo's revenue opportunities i.e., cash sales, labour efficiency and generate the GOP expected at each site across the portfolio of business
- Nurture client relationships in order to stabilise & develop them for long term partnerships
- Recruit, induct and develop talented employees within the business portfolio and to manage performance through appraisals, training and performance management
- Identify opportunities for organic growth and new business.
- Management of Health, Safety and Environmental Legislation relating to the establishment portfolio ensuring the statutory requirements are met and all records maintained
- Responsible for driving Continuous Improvement

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

- Proven experience of developing profitable relationships.
- Previous Sodexo experience is desirable.
- Broad Hospitality experience and business acumen and knowledge of external industry developments
- Experienced in leading company initiatives and change management processes
- Experience Systems that are in place
- Strong communication, and negotiation skills
- Excellent client relationship management
- Experience working in a standards/compliance environment
- Computer literate

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

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change

<div>■ Brand Notoriety</div>	<div>■ Business Consulting</div>
<div>■ Commercial Awareness</div>	<div>■ HR Service Delivery</div>
<div>■ Employee Engagement</div>	<div>■ Learning & Development</div>

9. Management Approval – To be completed by document owner

Version	1	Date: 14/07/2024	
Document Owner	Natalie Davies		