

JOB DESCRIPTION

Function:	Operations
Position:	CONTRACT MANAGER
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Account Manager
Position location:	North Yorkshire Fire & Rescue Service

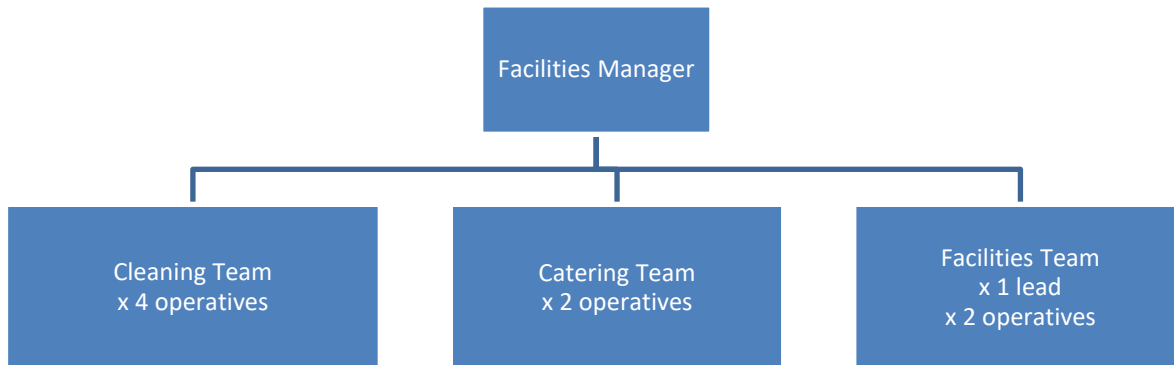
1. Purpose of the Job – State concisely the aim of the job.

- Manage the on-site contract and services to the agreed standards, ensuring that deadlines and targets are achieved
- Maximise the profitability of the contract and manage costs effectively
- Act as the operational interface between the client(s) and the Account Manager/Director (or equivalent)
- Manage the onsite client, Sodexo services and teams to deliver the agreed SLA and standards, acting as the Sodexo primary representative on site
- 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
- Ensure that statutory requirements and company policies and procedures are followed and deadlines are met
- Build long-term relationships with client(s) that add value and are based on mutual trust
- Lead, develop, manage and motivate a high performing team to the agreed standards ensuring that the client receives services of the highest quality
- Support the Account Manager/Director (or equivalent) in the development of business strategy in line with current and emerging client needs
- Contribute to and maintain sector and account development plans, as well as supporting the change management process and associated Service Levels Agreements (SLAs) ensuring risks are mitigated
- Drive innovation and continuous improvement of people, systems, processes and services
- Support the business development and regional management teams to identifying opportunities with other clients to maximise profit and growth

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 FY22: £608k	EBIT growth:	tbc	Region Workforce (direct reports) 12
	EBIT margin:	18%	
	Net income growth:	tbc	HR in Region (indirect reports) 1
	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. Please show the job titles not the actual people doing the role, i.e. Finance Manager, Project Manager



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.

- Achieving financial and compliance reporting and targets
- Effective Operational Management that achieves as a minimum the scorecard/KPI requirements
- People Management
- HSE Compliance & Culture
- Growth Development Support

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

- Have a strong understanding of all service offers contained within the client contract with a sound ability to draw upon SMEs/Transversal functions where appropriate
- Effectively contribute to the business development pipeline and increase revenue growth of the contract through integration, innovation and efficiencies within the full Sodexo portfolio.
- Ensure the contract operates within the commercial and legal terms and conditions of the contract and deliver to the SLA(s) and standards required
- Ensure the contract is being delivered in a profitable way and manage costs for the client and Sodexo
- Make commercial decisions in reaction to market changes to maximise revenue and discuss business performance with key stakeholders
- Evaluate financial performance and develop action plans to improve e.g. aged debt profile, stock management
- Ensure that health and safety is given the number one priority by delivering all Safeguard administration in advance of and during logistical operations. Lead where appropriate, and take part in management and employee briefings to deliver safety information to include; Food Safety, Health and Safety, Fire Safety, First Aid and any statutory, client or venue specific safety requirements
- Liaise with the central quality team to ensure quality assurance, best practice and compliance standards
- Ensure compliance with Unit Business Health Check and other audit measures
- Ensure the unit has a training and development plan to ensure that employees receive the necessary legislative training, on job training and career development activities to aid succession planning which are planned and recorded
- Recruit, induct, motivate, manage, train and develop all employees following Sodexo HR policy and guidelines
- Manage employees using the Sodexo performance review processes, talent development and succession planning.
- Continuous professional development in industry/specialism

- Live the Sodexo values and promote brand standards as an ambassador.
- Drive all aspects of service excellence across the business area including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards.
- Plan and prioritise workload and tasks effectively for self and others to minimise reactivity, maintain a work life balance and ensure the right number and calibre of personnel are allocated to logistics tasks
- Any other reasonable request
- Develop a network of support that assist in support the business requirements

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.

- Compliant delivery and performance of contracted services as measured through performance management systems and monthly management information reports
- Business is achieving financial objectives (profit and cost controls) in line with unit budget and business plans and delivering on-site services to the standards/SLA(s) in the contract. Commitment registers are being kept up to date, purchase orders raised and authorised appropriately and business traded in correct period.
- Business, contract delivery and client risks managed in controlled and structured manner that delivers an HSE culture and delivers compliance to targets set
- Continuous improvements are made to enhance the delivery of onsite services to exceed client's expectations
- Develop the team to deliver a high performing culture

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

Essential

- Experienced in using Microsoft Office
- HNC/BIFM etc
- Previous experience of operational management in a similar environment
- People management experience
- Ability to interpret and utilise financial and commercial information
- Excellent communication skills
- Achieve set, standards and operate to performance criteria; for example health and safety, hygiene
- Manage multiple workloads and shifting priorities
- Positive approach to learning in role and identifying own training needs as appropriate
- Self-motivated and able to work on own initiative within a team environment
- Experience of delivering training
- IOSH managing safely qualification

Desirable

- CIEH Level 3 qualification
- Experience of managing conflicting expectations of the client and consumer within one business area
- Previous experience of managing services such as mailroom, AV and total facilities

Context

- Job role covers 2 sites within North Yorkshire area – with a requirement to cover both sites in scope of job role
- Occasional travel and overnight stays will be required to undertake training and other business requirements
- To relieve and assist in other establishments in certain circumstances.
- To attend meetings and training courses as requested.
- This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

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
▪ Brand Notoriety	▪ Industry Acumen
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	▪ Planning & Organising