

Job Description:
Director of Operations - London

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| Function: | Operations |
| Position:  | Director of Operations, London |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Mark Miller, Executive Director Cultural Destinations |
| Additional reporting line to: | Sandy Robson, Commercial Operations Director |
| Position location: | No Fixed Location |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Lead, develop and manage direct reports across the venue cluster
* Be responsible for building long-term relationships with clients that add value and are based on mutual trust
* Identify growth and development opportunities within contracts which deliver commercial success and strengthen venue partnerships
* Maximise the profitability of the contracts within area of responsibility, achieving financial and service level targets
* Act as the key strategic interface between our clients, Sodexo Executive and our operational management teams
* Drive innovation and continuous improvement of people, systems, processes and offer
* Maintain a customer focused approach to offer development that is defined by the quality of food and experience
* Embed the values and culture of Heritage Portfolio in our London cultural venues
* Develop a business strategy in line with venue, client and prospects needs
* Support our business development function - prospecting, identifying growth opportunities, offer development for bids, mobilising contract wins.
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| 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 FY23: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Add point
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| 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. |
| CEO Sodexo Live!Operations Director LondonGM Royal Academy of ArtsGM RAF MuseumGM Wallace CollectionExecutive Director |

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| **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. |
| * Meeting financial targets during low volume periods
* Recruitment and retention of frontline workforce in competitive London market
* Balance operational service excellence with achievement of financial targets
* Exceed client expectations while achieving internal objectives and adhering to policy
* Transition of our London cultural venues to Heritage Portfolio operations
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Business, contract delivery and client risks managed in controlled and structured manner
* Positive client engagement via demonstrably strong relationships built on mutual respect and trust
* Financial objectives achieved through management of performance, detailed analysis of monthly results, accurate and considered forecasting, delegation of responsibility to direct reports
* As part of the Cultural Destinations leadership group, build a shared team mindset with venues across the Scotland and London hubs working together
* Identify opportunity to improve performance through shared efficiencies within venue cluster
* Client retention and contract extension opportunities identified and converted through positive working relationships with clients
* Leadership of new bid opportunities in specific sector environments and prospecting of new clients
* Be a recognised leader within the business and respected specialist in specific market sector
* Maintain H&S standards in operations units, meeting venue and company policy/procedures
* Creation of internal networks and forums for sharing best practice at technical, business, sector and client levels
* Maintain high performing teams, demonstrated through annual appraisal, high retention rates, talent and succession planning processes and staff engagement surveys
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| 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. |
| * To effectively problem solve where directed and identify and resolve these issues, reducing losses, avoiding risks and by these actions increasing profitability
* Implementation of consistent standards and provide quality assurance across business portfolio
* Heritage Portfolio is considered a partner of choice for cultural venues in London
* Venue portfolio continually meets or surpasses commercial targets
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Essential*** Good standard of literacy and numeracy
* Experienced in using Microsoft Office
* Proven experience in managing P&L accounts
* Proven operational knowledge, skills and experience in managing multi-site/multi service operations
* Management of large and diverse teams
* Manage multiple workloads and shifting priorities
* Ability to interpret and utilise complex and varied financial and commercial information
* Excellent interpersonal skills and ability to communicate effectively with customers, clients and employees at all levels
* Achieve set, standards and operate to performance criteria; for example health and safety, hygiene
* Self-motivated and able to work on own initiative within a team environment

**Desirable*** IOSH managing safely qualification
* CIEH Level 3 qualification

Contextual or other information* Regular travel and overnight stays will be required to undertake training and 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.
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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