

Job Description: General Manager – The Manor Nuffield Hospital



Function:	Healthcare
Job:	Account Manager – Small
Position:	General Manager
Job holder:	N/A
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	Regional Account Manager Midlands & London
Additional reporting line to:	N/A
Position location:	The Manor Nuffield Hospital Oxford

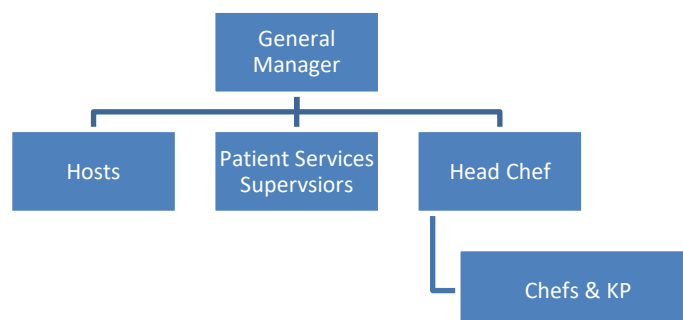
1. Purpose of the Job

- Responsible for the delivery of high quality customer focussed services across the site to meet the needs of the visitors and staff at this Private Hospital.
- Effectively manage the services to deliver and maintain a high quality service.
- Deliver the highest possible standard of Food service (as per the specification) & cleanliness and environment for patients, visitors and staff.
- Manage and deliver effective and efficient services, that meet contractual obligations, KPIs and agreed company policies and procedures
- Work in partnership with the client and associated third parties to ensure the hospital builds and maintains its reputation for its high quality service levels and patient care

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: €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					

3. Organisation chart



4. Context and main issues

- **Quality:** Sodexo is committed to providing patient customer care of the highest quality and promotes this through the customer care training of their staff.
- **Confidentiality:** During the course of his / her duties, the postholder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time.
- **Polices and Procedures:** The postholder is required to familiarise and comply with all relevant Sodexo and Trust policies and procedures.
- **Health and Safety:** Ensure that all procedures for security, safety, health and fire precautions are adhered to in accordance with the Health and Safety Policy. Staff must take care of their own safety and others who may be affected by their actions or omissions. Health and Safety in the workplace is a two way process. Managers must make sure their employees work in a safe environment and employees have an obligation to report any Health and Safety concerns to management. The workforce must ensure that all equipment or personal protective equipment provided is used in the appropriate manner. They must also report any accidents or near misses to the appropriate manager and must also complete the appropriate Incident / accident report forms.

5. Main assignments

- Lead responsibility for the management of the Nuffield Manor Hospital
- Working with the Regional Account Manager for the development of a 12 month Unit Business Plan and supporting budget for the site, to achieve company and client objectives and priorities
- Responsible for financial management of the allocated budget and to deliver budgeted profit and turnover for the service
- To plan, organise and coordinate all Sodexo activities: to ensure standards of service detailed in the Service Level Agreement and Schedules contained within the Contractual Terms are achieved and maintained
- To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organisation
- To undertake client meetings in line with the Service Level Agreement and to ensure the building of relationships at all levels within the client structure and with key stakeholders
- Ensure achievement of high levels of client and service user satisfaction, and monitor these on regular basis.
- To grow services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectations
- To have a working knowledge of all support functions throughout the hospital
- To drive standards throughout the team and all services ensuring Service Level Agreements are met
- Ensure that health and safety standards are understood and delivered across the site. This must include any agency staff and all employees from their first date working on site
- To comply with all Health, Safety and Environmental procedures including COSHH, manual handling, risk assessments and fire regulations
- To implement and maintain all Statutory and Company policies and procedures, communicating it to all staff and ensuring full compliance
- Responsible for the recruitment and management of direct reports. This will include responsibility for their development which will include health & safety, communication of shared goals and ensuring that effective performance development reviews (PDRs) take place
- Responsible for managing staff within area of responsibility in line with the appropriate policies in relation to issues including conduct, performance, absence, grievance, fair treatment, pay progression, leave and all other HR policies
- Promote effective two way communication within all levels of staff in area. This will include ensuring that team briefings take place and that Company and Trust objectives and values are clearly understood
- Champion the CARES programme to ensure all staff are committed to delivering high levels of customer service at all times communicated
- To pro-actively look to recommend improvements to your work processes by providing suggestions and solutions
- This job description is not intended to be exhaustive and will be amended in light of the changing needs of the service.

6. Accountabilities

- **Leadership and people** - The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will provide leadership and clear direction on all aspects of the assigned operational business area, ensuring assigned employees deliver on business objectives. The role holder is responsible for supporting the delivery of the people plan and subsequently developing future capability of front line teams. The role holder will lead by example and champion effective communication. The role is responsible for the recruitment, induction, performance and development of assigned employees and will manage the performance of those employees and support other department managers to achieve this, in line with Sodexo HR policy and procedures.
- **Risk, governance and compliance** – The role holder is accountable for full compliance and understanding of all company risk, reporting and governance processes within their assigned operational area. The role holder will ensure that these processes are fully applied, complied with and adhered to within assigned operational business area. The role holder is accountable for cash and stock within the assigned operational business area where applicable; therefore cash and stock company procedural compliance is a requirement.
- **Financial management** - The role holder is accountable for the financial performance of the assigned business operational contract in line with set budgets and as a contribution to overall site financial performance. There will be a requirement to contribute to the monthly financial review process for the assigned operational area and also to ensure follow up on all improvement plan actions to support improved financial performance where necessary.
- **Relationship management, client and team** – The role holder is responsible for managing client and customer relationships and developing and maintaining strong business relationships. The role holder must seek to understand the client's business environment and drivers, developing and maintaining strong relationships and establishing a network of client contacts. The role holder will manage clients proactively and professionally, in line with Clients for Life®, ensuring Sodexo delivers service in line with the client's business objectives. The role holder will understand the importance the client places on partnering principles and endeavor to establish a dynamic and positive culture for co-operative business relationships and improvements to service.
- **Operational management** - The role holder will be responsible for overseeing their assigned operational business contract and managing compliance with legal, regulatory and company requirements. The role holder will effectively manage continuous improvements, taking corrective action where necessary and informing their line manager of performance issues. The role holder will ensure robust health and safety procedures are implemented, reviewed and reported on a regular basis. The role holder will resolve daily operational issues within their assigned area .
- **Service excellence** - The role holder will be responsible for driving all aspects of service excellence across their operational business contract including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards. The role holder will ensure that work is appropriately recognised and expected standards ensuring the offer is meeting the customer's needs through full and correct use of company tools. In partnership with subject matters experts you will champion and embed service excellence initiatives across your business area and ensure that all services are aligned to the defence client and customer needs and deliverable within budget.
- **Continuous development** - The role holder will be responsible for the continual development and improvement of all on-site services, resulting in improved services, increased sales and reduced costs. The role holder will also continually monitor financial performance (e.g. supply chains, sales, labour, expenses, internal issues) to ensure that the budget figures are maintained and improved. When variances occur, to provide written explanation of costs and implement action plans for correction.

7. Person Specification

- Proven experience of leading a team within a comparable service environment
- Proven experience of managing to budget requirements within a catering service
- Ability to communicate effectively with patients, visitors, colleagues, clients
- Ability to work independently, flexibly and professionally – dealing with stressful and changeable situations
- Experience of delivering relevant training, using company guidelines
- Financial awareness
- Understanding of relevant Health and Safety, Employment and other legislative requirements
- Strong attention to detail and adherence to standards
- Proven IT skills, ability to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
- Ability to deal with stressful situations with a flexible approach to the role
- Analyse problems analytically, develop opportunities and implement innovative solutions.

8. Competencies

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Commercial Awareness
▪ Employee Engagement	

9. Management Approval – To be completed by document owner

Version	Version 1	Date	5 March 2018
Document Owner			