

Job Description:
[Job Title]

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| Function: |  |
| Job:  |  |
| Position:  | **General Manager** |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Operations Manager, Will Johnson |
| Additional reporting line to: | Account Manager, Zsuzsa LukacsSzebenyi |
| Position location: | London E20  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Overall accountability and responsibility for the day-to-day management, co-ordination and control of all HMRC activity as set out in the contract Schedule of Requirement (SOR) and operational manuals, across the designated contract and affiliated sites.
* To focus on growth including the management of independent contracts on site.
* To plan, organise and manage delivery of all services within all operational business areas.
* To ensure standards of service detailed in the service level agreement, KPIS and within the schedules of the contractual terms and conditions are achieved, maintained and developed for assigned operational business areas.
* To contribute to the growth of all services in order to meet client and commercial expectations whilst maintains strict budgetary control within operational business areas in line with client and Sodexo’s expectations.
* Embracing the principals of Collaborative Business Relationships (BS1100), in line with Sodexo’s vision and values.
* To manage all aspects of performance of an assigned group of direct reports.
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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 FY13: | €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. |
| Account Manager > Operations Manager > **General Services Manager** > Departmental Managers > Supervisors and Front Line Colleagues |

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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. |
| * Comply with legislative requirements
* Adhere to any local client site rules and regulations
* Role model safe behaviour
* Travel and overnight stay may be required to undertake training and other business requirements.
* Unsociable hours in line with business requirements may be required.
* Collaboration with other site department managers to ensure the effective management of the site overall
* Effective collaborative working with Sodexo external partners, HMRC employees and consumers.
* Ensure all practices are in line with Sodexo policies and procedures and those set out within Health and Safety and Food Safety guidelines and legislation.
* To act as a site Subject Matter Expert (SME) where appropriate to support other department managers and departments, offering guidance and support where required.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To continue to develop one’s own skills and knowledge within the position, including any required training courses.
* To maintain excellent client / customer relationships
* To attend team briefs, huddles and meetings as required.
* To discuss and agree job performance, objectives and development activities.
* To always maintain professional work standards.
* To care for company equipment and ensure that any faults are reported
* To act as Duty Manager “on call” and holiday/weekend cover as directed by line management
* To work in conjunction with department managers to plan, organise and coordinate services activity across the site.
* To ensure that daily standards of service across the site, as detailed in the service level agreement, within the schedules of the contract terms and conditions and in line with applicable Sodexo service offer standards are achieved maintained and developed.
* To contribute to the growth of services in order to meet client and commercial expectations whilst maintaining strict budgetary control.
* To continually monitor all H&S and FS standards in all service operations and ensure they are maintained at the required level.
* To drive performance through adherence to all promotional activity and marketing initiatives.
* To contribute to the performance of site budgets as determined by segment business objectives.
* To work in conjunction with department managers to ensure operational excellence within site with specific responsibility for labour and performance of a defined group of employees.
* Active involvement, promotion and support of activities aligned towards employee engagement and achievement of IIP Gold Standard
* Develop and maintain a positive internal and external network.
* Continued professional learning and development of soft FM services
* To carry out any other reasonable tasks and/or instructions as directed.
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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. |
| * Achieve gross margin targets
* Pass all external and internal audits
* Achieve sales targets
* Control waste in line with targets.

**Leadership and People** * The role holder will role model company values and ensure they are reinforced at every opportunity
* The role holder will support their line manager to drive employee engagement and team performance – this will include effective communication and the application of Sodexo HR policies and procedures.

**Risk Governance and Compliance*** The role holder will ensure that these processes are fully applied, complied with and adhered to within their assigned operational business area. Where applicable cash and stock company procedural compliance is requirement.

**Financial Management*** The role holder is required to contribute to the financial performance of their business area. This is achieved through effective control of all equipment and supplies as well as payroll control.

**Relationship Management, Client and Team.** * The role holder is responsible for developing and maintaining good business relationships with clients and customers. The role holder must seek to resolve any concerns or complaints raised and escalate to their line manager as appropriate.

**Operational Management*** The role holder will be responsible for overseeing their assigned operational business area and management compliance with legal, regulatory and company requirements, including the Quality Management System (QMS).

**Service Excellence*** The role holder will be responsible for driving all aspects of service excellence across their assigned business areas, including – Brand integrity, quality, compliance, Sodexo’s corporate social responsibilities (CSR) and service standards.

**Continuous Development** * The role holder should look for efficiencies and improvements at every opportunity to increase sales and/or reduce costs. These should be reviewed with their line manager to establish feasibility and create a plan of action.
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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:** * Experience of working in a management role within the Soft FM industry.
* Leadership skills and knowledge
* People management skills including general HR recruitment, training and managing employee performance including disciplinary and grievance procedures.
* Good numerical, interpersonal and communication skills, must be able to demonstrate effective verbal and written communication
* Management level knowledge of Health and Safety and Food Safety
* Ability to make independent decisions
* Ability to work on own initiative within a team environment.
* Working knowledge of using MS Office applications
* Attention to detail and adherence to standards
* Analyse problems, develop opportunities and implement innovative solutions.

**Desirable:*** Health and Safety qualification – equivalent to IOSH managing safely or above.
* Food Safety qualification equivalent to CIEH 3 or above.
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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
 | * Industry acumen
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| * Commercial Awareness
 | Planning and organising  |
| * 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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| Document Owner | WJ |

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