

Job Description: Change Manager



Function:	Government UK & Ireland, Property Professional Services
Job:	Change Manager
Position:	Change Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Strategy & Planning
Additional reporting line to:	Head of Strategy & Planning
Position location:	London plus occasional travel to Swindon

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

This is an exciting opportunity to work within a dynamic contract team alongside other property professionals on a large and publicly visible portfolio delivering change using quality management expertise.

Working with impacted teams, this role has the autonomy to develop and embed all processes to deliver service, supplier and estate change. This role will also manage change projects that improve Sodexo's service delivery and overall effectiveness

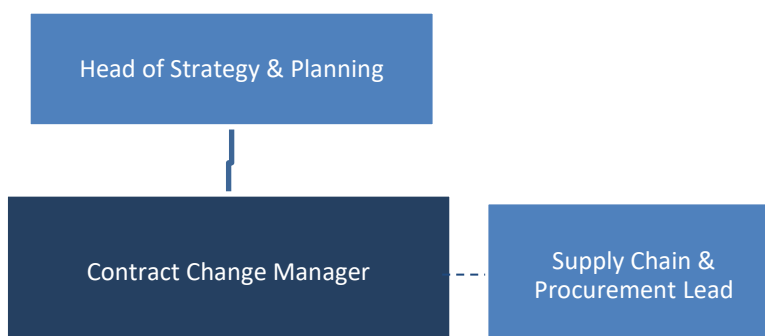
2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

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

- A property portfolio of c.250 sites across the Greater London area sqm with total property running costs of c£190 million. c.30 facilities management suppliers.

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.



This role has no direct reports.

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.

- Deliver against challenging client expectations.
- Define and implement robust processes to manage all operational change ensuring all parties are clear on their responsibilities and obligations.
- Track all operational change activity and produce metrics to measure performance against agreed service levels.
- As necessary, take corrective action, where operational change is not being delivered in line with expectations.
- Ensure all documentation associated with operational change is stored appropriately and is readily accessible to Sodexo and the client as and when required.
- Support other members of the contract team to minimise the impact on service levels and contractual obligations.
- Fully comply with the Information Security requirements of the contract.
- Work in such a way that upholds and promotes the client values of professionalism, integrity, courage, and compassion.

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

- Management of change projects to continually improve service delivery, specifically:
 - Engages and directs the project team across the organisation; allocating and monitoring tasks, motivating staff and providing feedback on individual performance.
 - Manages the delivery of project resources where appropriate, to ensure delivery to agreed plans.
 - Plans and monitors the project. Creates and maintains project plans, managing dependencies and reporting regularly on milestones through highlight reports.
 - Manages risks; Creates and maintains risk and issue logs, taking mitigating actions, establishing contingency plans and escalating to and Steering Group / Contract Leadership team as appropriate
- Develop the contract approach to document management to ensure delivery against the contract schedule of service requirements.
- Lead the 6 monthly review cycle of service solutions ensuring service solutions, processes and standard operating procedures are kept up to date.
- To actively participate in the Change Management (P3M) community of practice, driving service innovation, supporting the evolution of Sodexo's Property Professional Services team offerings and the development of staff in your community.
- To highlight to the contract management team areas where the service can be enhanced for consideration within stakeholder engagement and the account development plan.

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.

- A set of robust operational change processes and supporting standard operating procedures.
- All contract change completed in full with all supporting documentation and closed in timely manner.
- Delivers change projects to improve Sodexo Service Delivery against targets and deliverables.
- Document management approach deployed in line with client requirements.

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

- Holds a professional qualification (Prince2 or PMI or studying to achieve).
- Educated to degree level or equivalent / relevant experience
- Familiar with contract management and quality management in an FM environment
- Familiar with continual improvement methodologies such as Lean & Six Sigma”
- Flexible with the ability to overcome challenges whilst looking for continual improvements to service delivery, quality driven approach
- Ability to work across functions and with client and suppliers to achieve outcomes
- Strong planning and organisation skills
- Strong verbal communication
- Strong influencing skills
- Applicants need to be eligible to pass security vetting carried out by the Client

8. Competencies –

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

9. Management Approval – To be completed by document owner

Version	2.0	Date	04/05/2023
Document Owner	Amanda Nijjar		

10. Employee Approval – To be completed by employee

Employee Name		Date	
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