

Job Description: Operations Manager (Residences)



Function:	Universities – University of Greenwich
Position:	Cleaning Operations Manager (Residential)
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Residences
Additional reporting line to:	Facilities and Workplace Experience Manager
Position location:	Avery Hill Campus, but flexible to cover other campuses as and when required.

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

Sodexo ensures a clean, maintained, safe, and inspiring learning environment for students and their educators while also providing the wider university staff with the best environment for supporting world-class education delivery.

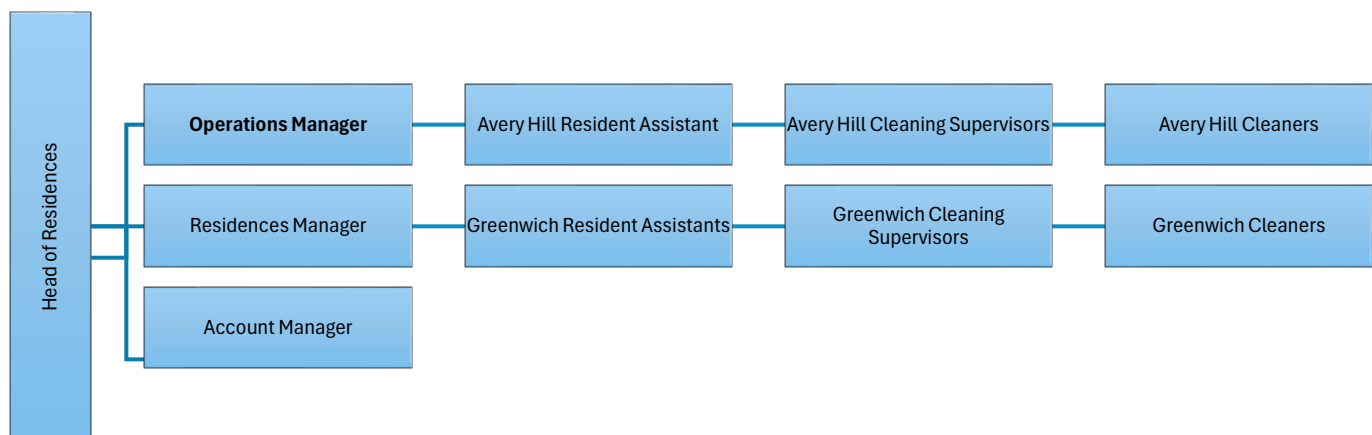
- To provide leadership and direction to the delivery and management teams within the service areas of the Sodexo business.
- Working with the Head of Residences and residential team to develop and lead the changes that are necessary to deliver a constant journey of Improvement.
- Establishing and maintaining excellent working relationships with client teams, student services professionals, relevant community organisations, including participation in multi-stakeholder committees.
- Working closely with the University's Estates and accommodation teams to ensure Sodexo's service lines are delivered in line with the university's values and vision.
- Lead on ensuring compliant buildings under your management.
- Management of accommodation teams to ensure full-service delivery.
- Develop and implement a training Programme for the teams under your management in line with personal development plans and business needs. Proactively manage the team, including absence management and underperformance, ensuring that all HR processes are followed in line with Company Policy and procedures.
- Carry out weekly huddles and monthly team meetings to discuss business and contract updates, H&S, Service Delivery issues, KPI data, client feedback and have open discussions.
- Accurately managing employee payroll via Kronos and UDC, updating the system with exceptions and staff absences.
- Ensure the termly and end of tenancy inspections are carried out – with support from Managers. Managers to work with the Sodexo FM Team and University Departments to arrange and coordinate summer operations
- To be accountable for the exemplar service delivery and operational objectives, ensuring continuous improvements are made during summer schools planning and delivery
- To ensure that the service is delivered in line with contractual requirements and that KPI's are met and financial penalties are not incurred

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					

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.



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.

- Providing uniformity across the University of Greenwich Student IFM accommodation, including PFI contracts.
- Ensuring proactive engagement with students, stakeholders, and colleagues at all times
- Lead and comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
- Ensuring contractual reports are produced and provided; responding to management and client requests for data and answering queries in relation to the information produced.
- To deliver a consistent level of service across the site, within the Company's standards, to the contract specification and agreed KPI performance, qualitative and financial targets.
- Support the university in improving customer satisfaction.

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

- Assume full responsibility for your area of control against the contracted scope of work.
- Ensure the termly and end of tenancy inspections are carried out – with support from Managers. Managers to work with the Sodexo FM Team and University Departments to arrange and coordinate summer operations and life cycle program.
- Ensure there is the training of staff in such a manner as to maintain an effective, professional, safe, and compliant culture.
- Plan, arrange and deliver a cost-effective summer school model in line with the Head of Residences
- Carries out one-to-one and ACCESS conversations where appropriate, identifying training requirements and areas for development.
- Attends all nominated training courses, both in-house and external, to meet the development needs of the post and post holder.
- Ensure the FM management systems are maintained for site-based operations to ensure that jobs are appropriately logged and reported.
- Ensure that we achieve and improve KPI objectives for the contract organisations.
- Cover Residence Manager at Greenwich Campus during period of absence
- Use reward and recognition tools to improve and maintain the engagement of the employee workforce.
- Manage a fair and compliant recruitment process to ensure that vacancies are filled on time.
- Induct employees fully and manage the probation review process with all employees

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.

- Responsibility for leading multiple complex work streams, ensuring that current projects meet their stated objectives, but that the future workload is in place to ensure continuity of resources.
- Have the ability to build strong relationships with internal and external stakeholders.
- Provide insights that improve/reduce risk and liability and provide actionable insight for our clients.

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

- Confident in using Microsoft Office suite.
- Experienced in managing and planning shifts for large events
- Experience in using time management and payroll applications, including resource planning
- Extensive experience with COSHH regulations
- Have a good understanding of risk assessments and safe systems of work.
- Experience in preparing for internal and external soft and hard FM audits
- Implementation of innovation and improvement projects
- Budgeting and cost control
- Confident at managing client and stakeholder relationships
- Flexible with the ability to overcome challenges whilst looking for continual improvements to service delivery.
- Excellent communication and interpersonal abilities with aptitude in fostering long-term relationships.
- An ability to lead and influence people.
- Excellent presentation skills
- A clear thinker with the ability to flex to the demands of the role, proven experience in managing subcontracted services.

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Growth, Client & Customer Satisfaction	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	Learning & Development