

JOB DESCRIPTION:

Assistant Logistics & South Plot Manager

Function:	Operational Management
Position:	Assistant Logistics & South Plot Manager
Immediate manager:	Logistics and South Plot Manager
Additional reporting line to:	Head of Soft Services
Position location:	Cambridge Biomedical Campus (CBC), Cambridge (AstraZeneca)

1. Purpose of the job

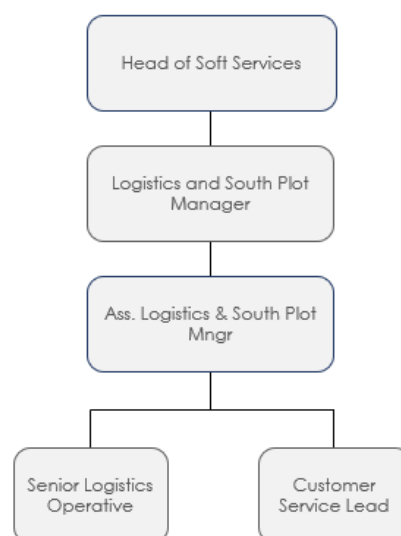
AstraZeneca's location within the Cambridge Biomedical Campus, which includes The Discovery Centre, is one of Sodexo's most prestigious accounts in the UK. Reporting into the Logistics and South Plot Manager, this role involves supervision of two workstreams, Campus Logistics (CBC) and Workplace Experience that relates to certain South Plot buildings within the CBC. Core responsibilities of this role include operations, finance, team supervision, client relations, and deputising for the Logistics & South Plot Manager.

The Logistics workstream takes approx. 75% of this role's focus and comprises a team of approx. 14 members. Key duties include the supervision of this team, coordination of service delivery, and being a point of escalation for logistics activities within the CBC (The Discovery Centre, The Hub, Travel Hub, GO, EDC).

Further focus is required on exceptional customer service and visitor experience. The Workplace Experience element of this role primarily involves working alongside the South Plot Customer Service Lead and assisting the Logistics and South Plot Manager in running the smooth, daily operation of the South Plot's overall customer journey. You will ensure all internal and immediate external employee areas are compliant and presentable, from housekeeping, catering, and employee engagement perspectives.

Meeting and overachieving agreed-upon specifications and performance targets will contribute to your operational success and establishing a positive, proactive, supportive, and inclusive work culture, will also help to ensure client, customer and team satisfaction.

2. Organisation chart



3. Main assignments

Logistics

- Management of Logistics Operatives, with oversight from the Logistics & South Plot Manager, in coordinating operatives to action routine and ad-hoc activities around the The Disc and South Plot locations (CBC) as well as to/from other client locations in the South contract area, ensuring effective resourcing at all times.
- Assist in ensuring the effective and efficient delivery of logistics services are completed and within SLAs
- Be a key point of contact and escalation for day-to-day duties of all Logistics activities
- Ensure all incoming mail and parcels are tracked via the digital tracking systems as required to ensure item locations are known at all times.
- Ensure standard SHE processes are always compliant and followed (including X-Ray scanning as required), take correct action where not, and initiate security procedures where appropriate.
- Ensure the Logistics areas are kept clean and tidy at all times
- Ensure a high security (process and lockable area) for postroom valuables

Workplace Experience

- Supporting the Logistics & South Plot Manager in coordinating team members responsible for customer service, visitor experience, and employee engagement, and to own the exceptional service delivery from them.
- Be a point of escalation to key stakeholders or building occupants on facilities-related queries or issues that may stem from:
 - Meeting room technology and hospitality
 - Reception/FOH services
 - Brew hub maintenance
 - Stationery hub maintenance
 - Office space support
 - Housekeeping
 - Catering facilities
- Assist to ensure the areas used by the team, employees and the public are tidy, clean and well maintained at all times, reporting any hazards, accidents or maintenance issues promptly.
- Assist with stock control management by scrutinising all areas before final submission.
- Ensure all team members are aware of the requirement for exceptional customer service, they promote it at all times, and you achieve this by arranging regular trainings, coaching sessions and incentives.

Team Management

- Motivate and lead team members to perform their roles to a high standard and in alignment to Sodexo policies and procedures, while always doing so with professionalism, dignity and respect.
- Assist to ensure a training plan and schedule is completed for every new team member, working closely with line manager and employee until the employee's induction is 100% complete.
- Ensure that all employees are knowledgeable and motivated about their roles and the business, through effective inductions, accurate job descriptions and on the job training
- Engage regularly with your direct reports to work on their development and coach them in both overcoming challenges and managing their teams with consistency, fairness, and professionalism.
- Lead your own daily team huddles to cascade news, actions, and energetic motivation.
- Assist the Logistics and South Plot Manager in the recruitment process of your teams and ensure that the right candidates are hired based on their skill, experience, ability to gel with the current team, and in the case of the Workplace team, charisma.
- Identify and highlight talent, support in their development, and work with the Logistics and South Plot Manager to ensure succession plans are in place within the team.

Client Relations

- Work with the Logistics and South Plot Manager to establish and build effective working relationships with senior stakeholders and employees, acting as a key point of contact for Logistics and the South Plot buildings.

- Assist the Logistics and South Plot Manager with all aspects of Workplace services that are provided to the client to ensure the Company's reputation is enhanced to the highest standard
- Act as an ambassador for Sodexo and actively promote Sodexo as a 1st class provider for all services offered.

Safety and Compliance

- Assist Logistics and South Plot Manager to ensure that Health & Safety is the number one priority of all staff and that all safeguard administration is delivered in advance of and during operations, to statutory and Sodexo standards
- Lead where appropriate, and take part in briefings to deliver safety information
- Provide prompt support with any emergency/crisis situation within the building, working with Line management and dept heads.
- Be aware of all accidents, incidents, near misses and observations that occur within the building's workplace areas and ensure that all instances are correctly and promptly reported.
- Assist with internal service audits, do regular spotchecks, and help to lead robust preparation for any external auditor or governance visits.
- Assist the Logistics and South Plot Manager in promoting Sodexo's Zero Harm Mindset
- Assist your areas's lead fire marshal to assist in the efficient evacuation of guests and colleagues in the event of an emergency.
- Assist with compliance of any Food, Health, Safety and Environmental procedures and ensure any non-compliance is reviewed, corrected and necessary training and prevention actions are implemented.
- Ensure GDPR policies are adhered to, including the management of the Personnel files

Other

- Deputise for the Logistics and South Plot Manager to represent the management team within the Sodexo and client operational arena when required.
- Work with the Logistics and South Plot Manager to ensure contractual specifications and KPI's are over achieved to the required customer satisfaction standards.
- Assist the Logistics and South Plot Manager to ensure that all expenditure, including staff labour, is within budgeted levels and is in line with Sodexo policies, including approved procurement vendors.
- Help in creating, maintaining and policing a set of Standard Operating Procedure Manuals that is owned by the Logistics and South Plot Manager
- Support the functioning of the team, while assisting in management of the operation, to optimise service, anticipate issues and put in place robust contingency plans
- Manage service staffing levels by ensuring that agreed levels are provided at their scheduled times, and that any strategic or HR issues are resolved promptly.
- Focus on ensuring all teams cohesively work together to provide a 'one team best of class' service for internal and external clients, in the performance of their contracted duties
- Obtain a full working knowledge of the AstraZeneca buildings, including all services and amenities, and adhere to all building policies and procedures
- Work flexibly and support other service streams, if required.
- Undertake any other reasonable tasks or projects requested by the Logistics and South Plot Manager or more senior stakeholders.
- Maintain good working relationships with suppliers and courier account managers
- Provide monthly reports, highlighting volume of requests, issues encountered, risks and continuous improvement opportunities.
- Keep records for a specified duration for financial and operational auditing purposes
- Apply a continuous improvement outlook on all tasks undertaken

4. Person Specification

Essential

- An ability to communicate effectively and build longterm relationships with customers and clients at all levels
- Excellent planning and organisational skills with an ability to manage multiple workloads and shifting priorities, whilst always meeting deadlines.
- Proven leadership skills in developing a large, diverse workforce and building a new working culture within a Logistics, corporate, hotel or visitor attraction setting.
- Self motivation to learn new procedures, systems, and techniques.
- Posses a leading, hands-on approach to policing standards, holding people accountable, and driving a team to exceed a set of performance criteria.
- A deep awareness of what exceptional customer service and engagement is, with experience in creating and driving your own work culture to deliver it.
- At least 3 years experience leading an operations team, with experience of Logistics management.
- Proficient in MS Office products and a quick learner of new systems.

Desirable

- History of creating processes and procedures
- Experience of working in a scientific, corporate hospitality, hotel, or visitor attraction setting.
- Dangerous goods (ADR) and GxP knowledge
- Experience working with courier accounts (Domestic and International shipping)

5. Competencies

▪ Driving client and customer satisfaction	▪ Industry, competitor and trend awareness
▪ Rigorous management of financial P&L activities	▪ Analysis and decision making
▪ Team and people management	▪ Planning and organising
▪ Innovation and change Implementation	▪ Creating and maintaining longterm relationships

I have read, acknowledged, and understand my responsibilities moving forward in this position:

SIGNATURE:

DATE:

.....

.....

PRINT NAME:

.....