

Job Description: Operational Support Manager



Function:	Operations, Account at Sodexo Corporate Services
Job:	Operational Support Manager
Position:	Operational Support Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Sodexo Workplace Manager London
Additional reporting line to:	N/A
Position location:	HQ in London

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

- To assist, support and action decisions from the Workplace Manager in London and accept responsibility in the Workplace Manager's absence
- Provide operational support and service excellence to all Head of Departments and to ensure the smooth running of the FM operation through driving department heads, site-based employees to adhere to standards, procedures and policies
- To act as a Compliance Champion in all business areas with a key focus on safety, contract, and company requirements
- To act as Engagement Champion and People Manager to drive employee engagement and promote Sodexo mission and values

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 FY19:	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	YES
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics									

- HQ in London, Kingsway (mothballed site)
- The services include Integrated Facilities Management provision: catering, hospitality, vending, cleaning, grounds maintenance, pest control, helpdesk, reception, front of house services, hard FM, waste and energy management, project management
- A highly mobile to ensure good building relationships with multiple internal stakeholders

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.

- To deputize for Workplace Manager and to accept responsibility for the FM BAU provision at sites in London
- Support the Workplace Manager and Account Director in the development of business strategy in line with current and emerging client needs
- Ensure full working knowledge of the areas within the Sodexo responsibility at the sites
- Support Sodexo Workplace Manager to ensure that the sites are statutory and mandatory (contractually) compliant at all times for services delivered within scope, and robust and rigorous means of recording this are maintained and regularly reviewed
- Build long-term relationships with client that add value and are based on mutual trust and partnership model
- Become a respected FM Manager within the FM team and Sodexo community
- To be proactive and drive innovation and continuous improvement of people, systems, processes and services
- Support Workplace Manager in achieving and maintaining the highest scores within the existing performance tool (KPIs) and monthly business reviews
- Assist the Workplace Manager in the contract delivery including commercial and legal terms and conditions of the contract and deliver to the SLA(s) and standards required
- Carry out regular contract performance revisions and internal compliance audits and checks to support the delivery of Goal Zero for the account and Sodexo compliance
- 'Lead by example' in all areas and activities
- Managing multiple priorities concurrently
- Act as lead role for Catering, hospitality and vending services within Senator House

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

Growth, client and customer satisfaction

- To act as the operational interface between the Workplace Manager and department heads
- To regularly monitor customer feedback and ensure all issues are dealt with satisfactorily and any areas of concern are handed over to the Workplace Manager to follow up
- To be customer focused at all times, approachable and quick to exceed expectations in fulfilling customer needs
- Develop strong working relationships with on-site client(s) team and operate proactively in line with the Clients for Life Philosophy to enhance client retention and customer satisfaction, gain referrals for new business and attract new clients and customers
- To work with the Workplace Manager to ensure that all agreed service objectives are met in line with client expectations
- To assist in conducting regular client meetings and manage the client and Sodexo services team in the absence of the Workplace Manager
- To attend Company meetings as required or in absence of the Workplace Manager
- To take responsibility towards your own development with the guidance of the Workplace Manager and Account Director and to attend training courses as identified
- To show commitment to Company values in all aspects of your role
- To assist the Workplace Manager and the central contract team in transition period at Southampton and Southern sites including staff consultations and liaising with Business Transformation Lead
- Role model the focus on five behaviours to improve engagement, enhance performance and retain Investors in People accreditation
- Build personal effectiveness in all situations

Rigorous management of results

- To assist the Workplace Manager in implementing, maintaining and communicating to employees the contract and Sodexo standards and statutory regulations relating to safe systems of work, health and safety,

food hygiene and Company Quality Management system in order to ensure compliance is adhered to at all times

- To act as a role model to all heads of department and to assess employee performance and recognise training needs and potential as appropriate
- To ensure annual training plan is carried out in line with the Company and contract training policy to meet the needs and requirements of the individual, Sodexo and the client
- To support Workplace Lead in ensuring that all employees are knowledgeable and motivated about their roles and the business through effective induction, accurate job descriptions and on the job training
- To carry out disciplinary procedures following Company guidelines and standards when necessary
- To be aware of any staff absences/holidays and ensure there is appropriate cover and formulate a monthly Employee Relation status report for the sites
- To understand the construction of the budget and how to influence profit and loss results
- To ensure compliance with nominated suppliers in line with Company policy
- To ensure health and safety is given number one priority by delivering all Safeguard administration in advance of and during operations
- Have a broad understanding of all Sodexo risk, reporting and governance processes; ensuring compliance with all Sodexo, client and on-site policies and procedures/systems and statutory regulations and ensure that licences and qualifications are met and retained and consequences managed appropriately
- Ensure compliance with nominated suppliers in line with Sodexo policy (to gain best value market prices), labour management and forecasting performance against budget, audit controls etc
- To provide an effective assistance to the site leads to ensure the compliance with Sodexo Unit Business Health Check, Safeguard audit, The Environmental Health Officer's inspection (EHO) and other audit measures
- To attend health and safety, food safety and environmental management training courses as required
- To attend Company meetings as required or in absence of the Workplace Lead

Innovation and Change

- Continuous professional development in industry/specialism
- Continuously seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards.

Brand Notoriety

- Promote Sodexo as the preferred employer, internally and externally, adhering to the Sodexo recruitment policies and raise the profile of Sodexo in local communities, building relationships with key stakeholders
- Promote the health and well-being of employees
- Live the Sodexo values and promote brand standards as an ambassador.
- Drive all aspects of service excellence across the business area including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards.

Planning and Organising

- Plan and prioritise workload and tasks effectively for self and others to minimise reactivity, maintain a work life balance and ensure the right number and calibre of personnel are allocated to logistics tasks

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.

- Compliant delivery and performance of contracted services as measured through performance management systems and monthly management information reports
- Business is achieving financial objectives (profit and cost controls) in line with unit budget and business plans and delivering on-site services to the standards/SLA(s) in the contract. Commitment registers are being kept up to date, purchase orders raised and authorised appropriately and business traded in correct period
- Business, contract delivery and client risks managed in controlled and structured manner and service standards across the sites are in line with or above client's expectations and reviewed on ongoing basis
- Continuous improvements are made to enhance the delivery of onsite services to exceed client's expectations

- Clients perceive and demonstrate satisfaction with services delivered, contract performance and Sodexo employees. High score of customer satisfactions from site FM services and customers maintained at all times
- All operational audits are passed by the unit e.g. Safeguard and Unit business health checks Retention of Investors in People Accreditation and high employee engagement

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

ESSENTIAL

- Proven leadership and line management skills and the ability to lead and motivate a team
- Experience in supporting management of IFM contract with a focus on soft services (catering) and customer experience
- A great level of operational and support experience
- Good standards of literacy and numeracy with sound financial acumen
- Competent IT skills including MS office
- Experience of managing a budget and interpreting financial and commercial information
- Excellent interpersonal skills and ability to communicate effectively with customers, clients and staff at all levels in a direct and diplomatic way
- An ability to understand of customer and client requirements and act accordingly
- Strong organisational skills and ability to react to suit operational support requirements, must be able to organise time effectively and prioritise tasks to cope with fluctuating workloads.
- High level of accuracy in checking & processing information
- Ability to form good relationships with colleagues, clients and vendors
- Able to work on own initiative, make effective decisions and as also work as part of a team
- A positive flexible attitude
- Ability to work well under pressure managing multiple workloads
- Positive approach to learning in role and identifying own training needs as appropriate
- Self-motivated with a sense of own initiative
- Influencing skills
- Experience of delivering training
- Experience of managing conflicting expectations of the client and consumer within one business area

DESIRABLE

- Basic food hygiene certificate
- IOSH managing safety qualification or equivalent
- Experiencing of delivering training using Company guidelines and materials
- Ability to develop increasing individual effectiveness through leadership, motivation, communication, coaching and learning
- Proven experience in managing client relationships and conflicting expectations of the client and customer

Other relevant information

- Occasional travel and overnight stays will be required to undertake training and other business requirements
- To relieve and assist in other establishments in certain circumstances
- To attend meetings and training courses as requested
- This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business

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

▪ Client Growth and Customer Satisfaction	▪ Innovation and Change
▪ Rigorous Management of Results	▪ Brand Notoriety
▪ Leadership and People Management	▪ Planning and Organising
▪ Analysis and Decision Making	▪ Industry Acumen

9. Management Approval – to be completed by document owner

Version	1	Date	20.08.2021
Name			

10. Employee Approval – to be completed by employee

Version	1	Date	
Name			