

Job Description:   
S&U Account Support Manager

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| Function: | | | | Schools Segment ROI | | | | | | | | |
| Position: | | | | Account Support Manager | | | | | | | | |
| Job holder: | | | | Dermot Moloney | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Dermot Moloney, Account Manager. | | | | | | | | |
| Additional reporting line to: | | | |  | | | | | | | | |
| Position location: | | | | Sodexo Ireland | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| To provide food offer development & operational support for Schools segment, Ireland   * To assist with the craft & operational plan for increasing sales & retaining/growing the business long term; including playing an active part in the continuous update to the FFFS strategy and supporting sales presentations, external conferences etc. * To support the Account Manager to manage and control the service offers for the clients within the district to the agreed specification and to the agreed performance, qualitative and financial targets, with dotted line responsibility to manage and control of the catering services and support services within the district * To be responsible for certain operating areas and support leading the managers to ensure they deliver against Key Performance Indicators * Act as a representative of Sodexo within the defined operating area by the effective management of all Managers to ensure the delivery of both qualitative and quantitative results * Foster long term profitable relationships with Clients to maintain existing business and identify new business opportunities by delivering operational excellence * Provide direction and expertise to the operating area by promoting Sodexo strategies and best business practices in order to uphold the company mission and values * To support the operational management of the private schools, universities and other businesses in ROI & NI as agreed by the Account Manager. | | | | | | | | | | | | |
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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 FY15: | €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 | | * This role is to support the Account Manager with agreed company & client budgets for each of the schools & universities. | | | | | | | | | | |

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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. |
| David Fox (MD) – Deirdre Saunders (AD) – Dermot Moloney – (AM) – Account Support Manager (ASM) |

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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. |
| The Account Support Manager role will support the Account Manager, responsible site managers, chefs & teams in delivering operational results.  The following should be taken into account when considering site specific assignments & accountabilities.   * Motivating & managing others * Developing others * Being a team player * Commercial acumen and business sense * Building client relationships * Impacting and influencing others * Creative problem Solving * Quality focus * Organisation and planning * Developing profitable relationships * Identifying new business * Strong communication, and negotiation skills * Excellent client relationship management * Experience working in a standards/compliance environment |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| 1.  **Operations**   * Check and Review the work of Managers and Supervisors * Look for and implement opportunities to drive Sodexo revenue and labour productivity in your units. * Plan and check that marketing initiatives are implemented   **2. People**   * Select, recruit and induct the right team. * Develop people and ensure succession planning. * Measure the performance of people by giving feedback and reviewing and completing appraisals. * Communicate regularly – monthly face to face team briefing.   **3. Client**   * Ensure Managers deliver operation to the service standards agreed in the contract with clients. * Attend monthly formal review with the clients along with Senior Account Manager as requested * Implement Clients for Life processes   **4. Finance**   * Complete the unit budgets and forecasts. * Protect the company’s profit by supporting delivery of Sodexo budget each month. * Generate the billing and maintain high quality records as requested by Senior account manager * Ensure cash, stock, debt and assets are properly controlled   **5. Growth**   * Identify opportunities and raise them with your Account Manager and Business Development team. * Review in detail and sign off pre-opening budgets for new units alongside Senior account manager   **6. Business Improvement**   * Be proactive in overcoming barriers to success. * Provide feedback on how we can improve our performance.   **7. General**   * To work with the AM and AD to develop strategic goals for the development and implementation of the schools & universities business in Ireland * Support Business Managers & Chef Managers with administration, compliance, health & safety, client & customer initiatives or as required by the Account Manager. * To prioritise weekly and monthly tasks effectively to deliver agreed objectives. * To adopt a flexible approach to priorities as business needs dictate. * To update progress on agreed actions in the timelines agreed. * To support the school’s team in ensuring financial aspects of catering/facilities operate professionally and any craft development innovations will support the financial guideline agreed with the client * To ensure that premises are kept to agreed level of cleanliness by site teams, and to provide leadership in maintaining safe working practices at all times. * To support the managers to control expenditure undertaken as part of the contract including supplies and employee related costs. * To represent Sodexo at client meetings (termly reviews, sales presentations etc) as required * To attend appropriate training courses, conferences and meetings as directed by the company or client * To ensure the standards across the sites are in accordance with the service level agreements and key performance indicators as specified in the service contract * To support where appropriate, the AM and site managers in recruiting inducting, training, motivating and appraising staff to promote good employee relations and operate within Company procedures, legislation and the Excellence Through People standards. * Participate in team briefing meetings using company team brief format where necessary. |

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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. |
| * Develop a strategic plan for 3 to 5 values add activities which will demonstrate our value to clients beyond the core service. * Ensure compliance with company purchasing policy * Ensure high levels of customer satisfaction are monitored, measured and managed. * Manage clients proactively, ensuring their expectations are exceeded, and ensure the prompt and efficient delivery of all services to the agreed standards. * Coordinate and direct activities within the assigned area. * Manage and control the services to the agreed specification and to the agreed performance, qualitative and financial targets. * Support with managing the segment/district to increase the client and Sodexo’s revenue opportunities i.e., cash sales, labour efficiency and generating the GOP expected at each site across the portfolio of business * Nurture client relationships in order to stabilise & develop them for long term partnerships * Recruit, induct and develop talented employees within the business portfolio and to manage performance through appraisals, training and performance management * Identify opportunities for organic growth and new business. * Management of Health, Safety and Environmental legislation relating to establishment portfolios ensuring the statutory requirements are met and all records maintained * Responsible for driving continuous improvement |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Excellent interpersonal skills * Excellent team building skills * Good financial acumen * Good front of house skills |

**EXAMPLE**

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client & Customer Satisfaction / Quality of Services provided | * Leadership & People Management | | * Rigorous management of results | * Innovation and Change | | * Brand Notoriety | * Business Consulting | | * Commercial Awareness | * HR Service Delivery | | * Employee Engagement |  | | * Learning & Development |  | |

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| 9. Management Approval – To be completed by document owner |
| |  |  |  |  | | --- | --- | --- | --- | | Version | 1 | Date | March 2025 | | Document Owner | Dermot Moloney | | | |

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| 10. Employee Approval – To be completed by employee |
| |  |  |  |  | | --- | --- | --- | --- | | Employee Name |  | Date |  | |