

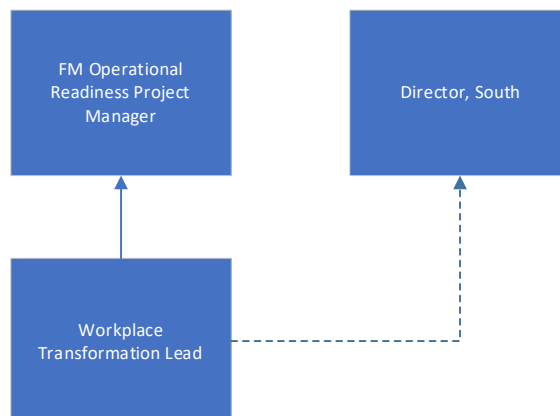
Job Description: Workplace Transformation Lead

Function:	Facilities Management – Corporate Services
Position:	Workplace Transformation Lead
Immediate manager (N+1 Job title and name):	Project Manager
Additional reporting line to:	Account Manager South
Position location:	Cambridge

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

- To function in an Operational Excellence capacity during the service design process for the Discovery Centre, Cambridge and the Cambridge Campus as a whole
- To benchmark service design against “what good looks like” in Sodexo, AZ and the industry
- To optimize new operational processes by applying lean and innovative methodologies
- To lead the Continuous Improvement projects through a process of pilots and trials within the interim estate, from conception to delivery and benefit analysis, in order to embed “Best in Class” service operations
- Be an integral member of the Operational Readiness team in order to deliver high-quality projects and embody the Continuous Improvement Sodexo ethos

2. 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.



3. 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 successful candidate will have to come up to speed quickly on complex stakeholder map spanning multiple organisations (SDX, AZ, AZ Supplier Partners etc.)
- Sodexo may not have as much control over design and fit out decisions as we would like in order to ensure optimal operational viability. It is therefore imperative that we are skillful influencers balanced to pragmatic realists

- With the rapid expansion of the service offer on this contract over the past few years, it requires this role to actively review all BAU service processes in order to analyse and identify opportunities to improve our service delivery.

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

- Create and co-create the Facilities Management (FM) solutions for our Client's new R&D Building
- Using existing data from our Cambridge Campus, analyse and identify opportunities for improvements
- Use data to "tell the story" as part of business/service improvement proposals
- Develop the solutions documentation and presentation material to an extremely high standard
- Research and review industry standards for FM service delivery
- Present new initiatives within internal Sodexo and Client meetings, advising "what good looks like and the tangible benefits they could expect"
- Collaborate with onsite teams where pilots and trials are to be implemented to ensure team members are engaged, updating the FM Operational Readiness Project Manager of project status
- Reviewing pilots and trials in line with success criteria and presenting results back to Project Manager
- Ensure all SHE requirements as part of pilots and trials projects have been assessed
- Work with Sodexo SMEs (both on contract and within Centralised team) to ensure we are delivering "Best in Class"
- Ensure that the vision of sustainability is embedded into all projects
- Support with other project work as appropriate

5. 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.

- Accountable for delivering pilot and trials to the agreed schedule
- Accountable for managing positive relationships with all key stakeholders
- Accountable for analysing and reviewing data in existing services as well as an output to pilots and trials
- Be an ambassador to Sodexo's 3 values "Service Spirit, Team Spirit and Spirit of Progress"

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

- Highly organised with an acute attention to detail
- Steeped in the services and industry (desirable)
- Bright, enthusiastic and intelligent
- High people skills that can allow them to thrive in a creative, fast paced and agile culture
- Logical, with practical problem solving abilities
- Immaculate presentation skills (i.e. presenting to audiences and quality of documents)
- Creative and innovative
- Able to prioritise own workload and manage timelines in order to meet project deadlines
- IT Literate

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

■ Proven experience with data analysis
■ Ability to research and present new ideas effectively
■ MS Office (high)
■ Commercial / financial (desirable)
■ People / stakeholder management
■ Project management
■ Solutions architecture
■ FM operations Acumen
■ SHE and Quality awareness (desirable)