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| Function: | Operations |
| Position:  | Regional Operations Manager |
| Job holder: |  |
| Immediate manager (N+1 Job title and name): | Operations Director |
| Position location: | Varied |
| ORGANISATION STRUCTUREOperations DirectorRegional Operations ManagerHead of TalentOperations ManagersSchools Sites |
| 1. Purpose of the Job |
| * To manage the performance of Client contracts across the relevant geographical area delivering on operational and commercial targets
* To provide line manager and operational support to Operations Managers
* Ensure policy compliance across all sites in the area and escalate any issues or concerns to the Operations Director
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| 2. Job Responsibilities & Accountabilities |
| * Own the commercial relationship with Clients, leading contract negotiations with a strategic focus on growth and retention.
* Accountable for the commercial performance across all relevant sites; managing the billing, invoicing, management accounts and budgets, driving labour, food and other cost control in conjunction with Finance
* Assign and manage budgets for the mobile workforce and agency workers.
* Create and own plans to ensure the region achieves operational and commercial targets.
* Act as an escalation point for Operations Managers with regards to any identified issues and risks in the business.
* Monitor and measure the performance of Operations Managers, ensure a high focus on employee safety and positive client relations. Conducting performance reviews as appropriate and in line with Company policy.
* Periodically review site action plans with the relevant Operations Manager to ensure delivery of change or improvement.
* Deliver comprehensive talent, succession and development plans for all key roles within the business area.
* Own the recruitment of Operations Managers, working in partnership with the Company’s recruitment team.
* Manage complex or escalated employee relations issues such as grievances, disciplinaries and restructures ensuring compliance with Company policies and processes.
* Ensure the effective delivery of all Mobilisation and Demobilisation programmes.
* Monitor, review and assess all activity to ensure absolute compliance with Company and regulatory standards particularly relating to HSEQ, Food Safety, Allergens and Child Protection.
* Provide knowledge and expertise to the Sales teams to assist bid and tender processes, including attendance at Sales presentations.
* Lead and/or actively participate in projects and initiatives, as and when required.
* Establish a culture of collaboration and teamwork with all peers and colleagues in the segment and across the Company.
* Establish strong relationships with key partners across the Company ensuring the region leverages the support available from the wider business.
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| 3. Skills  |
| * Proven presentation and negotiation skills in both sales and client facing environments
* Strong commercial acumen and financial management in a multi-site operational context
* Professional written and verbal communication skills, with the ability to adapt style to either internal or external audience
* Ability to establish and maintain effective relationships with all key stakeholders
* Organised and efficient ways of working
* Identify and provide effective solutions to issues and challenges
* Ability to lead and use initiative
* Driven to achieve results and exceed expectations
* Innovation and forward thinking
* Proven experience in leadership and people management
* Owns a full, valid UK driving licence
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| 4. Other  |
| * The list of duties is not exhaustive
* Position requires travel across a geographical area
* AiP,Sodexo and our Clients are committed to safeguarding and promoting the welfare of children. Certain roles will require applicants to undergo screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service (UK) and / or Disclosure Scotland (Scotland)
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