

Job Description:   
Mobilisation and Change Programme Manager

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| Function: | | | | Central Services | | | | | | | | |
| Position: | | | | Mobilisation and Change Programme Manager | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | | To be completed by employee | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Rachael Kalidas Head of Programme Management | | | | | | | | |
| Additional reporting line to: | | | | Head of Operations (SME) | | | | | | | | |
| Position location: | | | | Mobile | | | | | | | | |
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| 1. Purpose of the Job | | | | | | | | | | | | |
| * To monitor and coordinate the mobilisation, transition and transformation phases of a mobilisation, demobilisation or change management project, ensuring that all contractual and operational needs are met. * The management of complex projects or multiple workstreams/projects to meet identified business needs in a mobilisation or change management environment, working with the business segments in utilising the necessary resources and skills, within agreed parameters. * Ensure transparency of performance and governance is applied from the outset of programme/project assignments through to conclusion and operational handover * Maintain continuous process improvement focus across the business / project / function * Support the mobilisation and change team with the development and delivery of strategy and end to end process for shared services including standardised best practice and toolkit development for all complex mobilisation and change programmes. * To support the bid team when tendering for new business and act as the SME for mobilisations and change management projects | | | | | | | | | | | | |
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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 FY13: | €N/A | | EBIT growth: | | n/a | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | n/a | |
| EBIT margin: | | n/a |
| Net income growth: | | n/a | Outsourcing growth rate: | n/a | HR in Region | n/a | |
| Cash conversion: | | n/a |
| Characteristics | | * Add point | | | | | | | | | | |

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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. |
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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 management of complex projects or multiple workstreams/projects to meet identified business needs in a mobilisation or change management environment, working with the business segments in utilising the necessary resources and skills, within agreed parameters. * Ensure transparency of performance and governance is applied from the outset of programme/project assignments through to conclusion and operational handover * Proactively manage and work with your stakeholders to mitigate risks & issues that may jeopardise successful delivery, escalating where necessary |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To monitor and coordinate the mobilisation, transition and transformation phases of a mobilisation, demobilisation or change management project, ensuring that all contractual and operational needs are met. * Support the mobilisation and change team with the development and delivery of strategy and end to end process for shared services including standardised best practice and toolkit development for all complex mobilisation and change programmes. |

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| 6. Accountabilities |
| * Define and implement project and programme plans based on the requirements of the client and Sodexo to deliver against set objectives. * Identify the required project resources and be “the conduit” between clients, the client’s SME team, Sodexo SME’s, operations & business development. * Build open and effective relationships with all key project stakeholders * Plan and design the programme of activity and proactively monitor its overall progress, escalating risks and issues and implementing corrective action as appropriate, ensuring stakeholders and business teams are prepared and ready to accept the deliverables * Issuing progress reports and ensuring deadlines are met in a timely and efficient manner * Define and follow the programme’s governance framework to support successful deployment of the project or programme. * Effectively coordinate and manage programme/project interdependencies * Proactively manage and work with your stakeholders to mitigate risks & issues that may jeopardise successful delivery, escalating where necessary * Maintain overall integrity and coherence of the programme, developing and supporting the programme environment to manage dependencies * Manage third-party contributions to the programme * Manage effective communications with stakeholders, including reporting and escalation processes * Initiate extra activities and other management interventions wherever gaps in the programme are identified or issues arise as appropriate * Provide regular milestone reporting of programme progress across the governance framework * Working with the finance team define, monitor and regularly report the project budget * Ensure that a change control and variations procedure is in place, and actively used to assess the effect of changes to the projects on costs, timescales, risk etc * Ensure an effective and orderly handover at the start of the project from the sales team to the mobilisation team * Ensure an effective and orderly handover at the end of the project to the operational team * Contribute to continuous improvement approach by capturing and recording lesson learnt * Ensure that appropriate records are maintained to evidence compliance with governance requirements to enable subsequent audits |

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| 7. Person Specification |
| Essential   * Ability to develop and maintain effective working relationships with all key stakeholders * Good knowledge of techniques for planning, monitoring and controlling programmes, including risk management, budget and resource allocation procedures * Good communication and organisational skills * Tenacity so as to drive the delivery of outcomes in challenging client / organisational environments * Ability to find innovative ways of solving &/or pre-empting problems * Excellent working knowledge of Microsoft office including MS Project ; * Excellent interpersonal skills   Desirable   * Working knowledge of Integrated Facilities Management * Experience of inputting to / supporting / leading bid activity * Good knowledge of project management disciplines i.e. PRINCE2 / MSP / APMP etc * Experience of soft, hard or full IFM |

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| 8. Competencies |
| |  |  | | --- | --- | | * 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 |
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| 10. Employee Approval – To be completed by employee |
| |  |  |  |  | | --- | --- | --- | --- | | Employee Name |  | Date |  | |