

Job Description:   
Operations Performance Manager

Intelligent Service Centre

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| Function: | | | | Government UK & Ireland, Property Professional Services | | | | | | | | |
| Job: | | | | Intelligent Service Centre (ISC) – Operations Performance Manager | | | | | | | | |
| Position: | | | | ISC Operations Improvement Manager | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Head Of Operations | | | | | | | | |
| Additional reporting line to: | | | | Account Director | | | | | | | | |
| Position location: | | | | Swindon | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| This exciting role involves working in partnership with a high-profile blue light service organisation to build and maintain the platform upon which the Intelligent Service Centre operates. | | | | | | | | | | | | |
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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: | €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 | | * A property portfolio of c.200 sites across the Greater London area with overall Property Services budget of c.£190 million * Supporting a help desk team of 27 and the wider ISC operation including BSM monitoring, technical assurance and operational supply chain management. | | | | | | | | | | |

Draft. Version: 27-03-2014

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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. |
| * To create and maintain the process, training, reporting and other pillars that support the effective operation of the Intelligent Service Centre. * Able to establish and develop excellent working relationships with Suppliers, the Client team, and internal stakeholders. Monitor performance statistics and develop and implement improvement plans as required. * Ensure the ISC Help Desk is supported by high quality, relevant and up to date processes, guidance and training material. * Deputize for the Head of Operations as TRIRIGA operational owner. * Be willing to support other members of the contract team to minimise the impact on service levels and contractual obligations. * Controlling change through effective change management procedures, including impact assessment and deployment. * Ensure compliance with all Sodexo policies, procedures, and directives * Promote and maintain Sodexo values and ethical principles. * To be flexible and adaptable to change. * Work in such a way that upholds and promotes the client values of professionalism, integrity, courage, and compassion. * Fully comply with the Information Security requirements of the contract. |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Develop and support implementation of all help desk processes. Responsible for the generation and management of all process, training, guidance and other relevant documents and records required for the effective management of the ISC Help Desk. * Frequently review operational processes and to seek and implement new and improved ways of working and to communicate these to the wider Sodexo MPS (Metropolitan Police Service) team and the Account stakeholders. * Develop and maintain all knowledge articles and help desk scripts and ensure these are readily available to all team members and incorporated into training plans. * Work with the Operational Supply Chain Management Team to maintain detailed operational knowledge of all suppliers and services. * Responsible for the development of training plans and management of delivery of training for the team, utilising where required other members of the ISC in the production of material and delivery of training. * Develop a thorough understanding of TRIRIGA and other systems, workflow and data and deputise for the Head of Operations as operational owner of TRIRIGA. * Production of material and delivery of system and process training for Integrator, MPS and Supplier personnel. * Analyse ISC performance data and identify areas for improvement. * Monitoring and reporting of the quality of the service provided by the ISC Help Desk. * Specification of reports to measure ISC and supplier performance and provide insight the delivery of FM services (reports will be built by the reporting team). * Monthly Service Reporting; collating accurate statistics from the help desk to rate service delivery. * Own and maintain the Business Continuity Plan (BCP) in joint management with the Head of Operations. * Management of the customer satisfaction survey. * Ensuring that all processes are appropriately documented, fit for purpose, reviewed, and implemented effectively and change management recorded. * Apply strong governance to deliver operational improvement projects. * To highlight to the contract management team areas where the service can be enhanced for consideration within stakeholder engagement and the account development plan. * To actively participate in your community of practice, driving service innovation, supporting the evolution of PPS (Professional Property Services) service offerings and the development of staff in your community. |

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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 and participate in the tracking of customer outcome measurements of satisfaction and performance and report on progress * Development of the knowledge bank * Development and supporting implementation of help desk processes * Deputy operational ownership of TRIRIGA * Training planning and delivery   Monitoring and reporting on the quality of help desk performance |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Strong management experience in a similar customer facing environment. * Proven experience of working within a commercial and business development environment, including change management. * Good understanding of all associated call centre systems, including but not limited to telephony, CAFM (Computer Aided Facilities Management) Systems. * Ability to establish and maintain good working relationships at all levels. * Excellent communication, presentation, and facilitation skills. * Ability to identify and implement strategies to improve quality of service, productivity, and profitability * Experience of working within an Investors in People framework.   Ideally Graduate calibre or a minimum of 5 years’ experience in management within an FM Operations/Contact Centre/Service Centre environment.   * Analytical and data management skills. * Qualification within the FM industry or Customer Services environment/field. * Membership of a relevant professional body. * Applicants need to be eligible to pass security vetting carried out by the Client. |
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| 8. Competencies – |
| * Growth, Client & Customer Satisfaction / Quality of Services provided * Rigorous management of results * Innovation and Change * Learning and 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 |  | |