

# Job Description:

## Deputy Contract Manager

Function:	Government & Agencies
Generic job:	
Position:	Deputy Contract Manager
Job holder:	Deputy Contract Manager
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Account Manger
Additional reporting line to:	Account Director
Position location:	Scotland

### 1. Purpose of the job

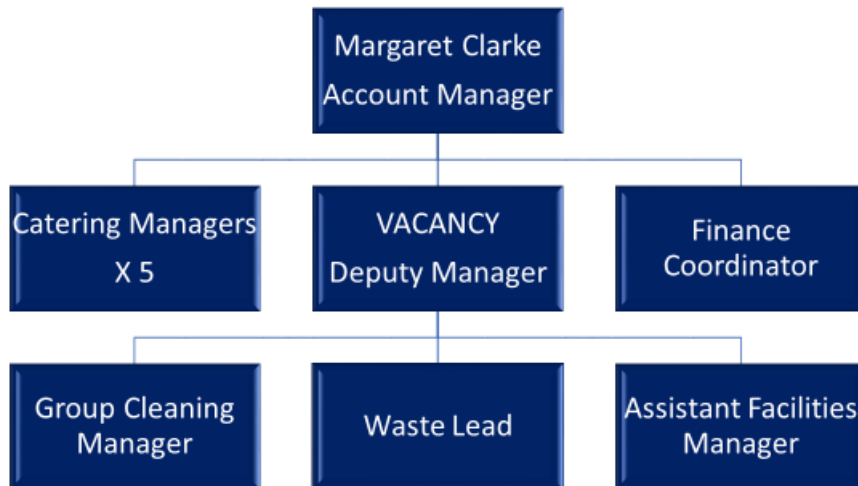
- To perform and supervise the day to day mangement activities and delivery of soft services
- To support Contract/Account Management and Site Leads in the planning, organisation and coordination of all soft services activity
- To ensure standards of service detailed in the service level agreement and within the schedules of the contractual terms and conditions are achieved, maintained and developed
- To grow services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectations

### 2. Dimensions

Revenue	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics		<ul style="list-style-type: none"><li>▪ Year on year balanced scorecard improvement in health &amp; safety; environment; risk; client satisfaction; and quality</li><li>▪ Operational excellence in labour management and performance</li><li>▪ Employee engagement</li><li>▪ Well-developed internal and external network</li><li>▪ Continued professional development in industry sector</li></ul>							

### 3. Organisation chart

## Police Scotland



### 4. Context and main issues

- Comply with all legislative requirements
- Adhere to any local client site rules and regulations
- Role model safe behaviour
- Travel and overnight stay may be required to undertake training and other business requirements
- Unsociable hours in line with business requirements maybe required
- Flexibility on work schedule and location maybe required
- Collaboration with all Contract Management and Site Leads to ensure the effective management of the sites
- Effective collaborative working with Sodexo external partners,
- Ensure all practices are in line with Sodexo policies and procedures and those set out within Health and Safety and Food safety guidelines/legislation

### 5. Main assignments

- To perform and supervise the day to day activities
- To continue to develop one's own skills and knowledge within the position, including any required training courses
- To build maintain excellent client relationships
- To attend team briefs, huddles and meetings as required
- To attend your EPA to discuss and agree job performance, objectives and development activities

- To maintain professional work standards at all times
- To care for all company equipment and ensure that any faults are reported to management
- To act as duty manager 'on call' and holiday cover as directed by line manager
- To work in conjunction with other General Services managers to plan, organise and coordinate service activity within own assigned operational business area and across the business
- To ensure daily standards of service in assigned operational areas, as detailed in the service level agreement, within the schedules of the contractual terms and conditions and in line with applicable Sodexo service offer standards are achieved, maintained and developed
- To contribute to the growth of services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectations
- To continually monitor all H&S and FS standards in all service operations and ensure they are maintained at the required level
- To drive performance through adherence to all promotional activity and marketing initiatives
- To contribute to the achievement of site budget performance as determined by segment business objectives
- To work in conjunction with other department managers to ensure operational excellence within assigned operational business area with specific responsibility for labour management and performance of a defined group of employees.
- Develop and maintain a positive internal and external network
- Continued professional learning and development in soft FM services
- To carry out any other reasonable tasks and/or instructions as directed by management Responsible for overseeing all SPA ad-hoc monthly billing and providing back up for billing submissions, in a timely and accurate manner in line with contractual terms and conditions.
- Working alongside service leads to ensure help desk log is correct and accurate in advance of submitting to SPA for approval, within appropriate timelines.
- Compensation Event management - working alongside service leads to obtain quotes, and lead in the administration of the shared master documents.
- Collate help desk data for monthly KPI submission to SPA and ensure KPI penalties are up to date and provisions are made at month end to allow for cost each month.
- Co-ordinate innovations to improve KPI penalty on responsible service & present data to SPA
- Responsible for monthly client review document. Working with service leads to collate a presentation but with specific responsibility for finance and waste data.
- Processing and approving supplier/expense invoices through the finance system
- Preparing catering tariff options annually for review and approval by SPA. When approval received work with catering leads to implement changes annually
- Providing SPA with accruals for their financial year end on anything not yet invoiced by Sodexo.
- Co-ordinating quotes for ad-hoc and special projects as indicated by SPA.
- Point of contact for liaising with People Centre on HR matters.
- To liaise with the helpdesk, HSEQ and security command centre as required.
- Ensure that a high quality waste service is delivered in an efficient and effective manner, demonstrating value for money.
- 

## 6. Accountabilities

- Achieve Financial budgeted targets
- Pass all internal and external audits
- Organic growth of the business

### Leadership and people

- Role holders will role model the company values and ensure they are reinforced at every opportunity. The role holder will support their line manager to drive employee engagement and team performance. This will include effective communication and the application of Sodexo HR policies and procedures as directed by their line manager

#### Risk, governance and compliance

- The role holder will ensure that these processes are fully applied, complied with and adhered to within their assigned operational business area. Where applicable cash and stock company procedural compliance is a requirement.

#### Financial management

- The role holder is required to contribute to the financial performance of their business area. This is achieved through effective control of all equipment and supplies as well as payroll.

#### Relationship management client and team

- The role holder is responsible developing and maintaining good business relationships with clients and customers. The role holder must seek to resolve any concerns or complaints raised and escalate to their line manager as appropriate.

#### Operational management

- The role holder will be responsible for overseeing their assigned operational business area and managing compliance with legal, regulatory and company requirements including the quality management system (QMS).

#### Service excellence

- The role holder will be responsible for driving all aspects of service excellence across their operational business area including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards. The role holder will ensure that work is appropriately recognised.

#### Continuous development

- The role holder should look for improvements and efficiencies at every opportunity to increase sales and/or reduce costs. These should be reviewed with their line manager to establish feasibility and create a plan of action.

## 7. Person Specification

#### Essential

- Demonstrate experience of working in a similar role within the service industry at a comparable level in a company
- Good numerical and communication skills, must be able to demonstrate effective verbal and written communication
- Management knowledge of health & safety and food safety
- Able to work on own initiative within a team environment
- Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
- Proven experience in soft services delivery
- Able to demonstrate attention to detail and adherence to standards
- Analyse problems analytically, develop opportunities and implement innovative solutions Experience of using UDC payroll (or similar payroll system), SAP, Eprophit, Kronos, Leanpath, Innovise, Servicetrac, Affinixtext and other IT system, as appropriate
- Experience of managing a team
- Level 3 Police vetting required

#### Desirable

- IOSH and CIEH qualifications or equivalent
- Proven experience of managing client relationships
- Proven track record of leading, managing and developing a team
- Frontline SIA Licence

## 8. Competencies

▪ Growth, client and customer satisfaction, quality of services provided	▪ Industry acumen
▪ Rigorous management of results	▪ Analysis and decision making
▪ Leadership and people management	▪ Planning and organising
▪ Innovation and change	▪
▪ Brand notoriety	▪

## 9. Management Approval – To be completed by document owner

Version	1	Date	21 <sup>st</sup> August 2018
Document Owner			