

Job Description



Function:	Energy and Resources
Position:	Event & Community Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of food and Experiences
Additional reporting line to:	N/A
Position location:	London – Waterloo - Shell Centre London Campus

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

- To lead the guest experience teams within the client' global headquarters and deliver a high-quality service to all building users.
- To lead the AV and Wellbeing services across the building to a high standard.
- Work with all service line teams to ensure the guest experience each and every day is of the highest quality.
- To manage and deliver events which are to the highest quality and seamless, anticipating customer needs.

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

- Be a brand ambassador of Sodexo and Shell
- Bring impact to the business every single day. You will be the customer voice into the business, sharing feedback and learnings through clear and compelling reports, proactively sharing trends and insights
- Increase promoters and reduce detractors by addressing customer needs effectively through excellent customer service
- Be an expert in the service, guiding customers seamlessly through queries and needs.
- Be a visible and approachable point of escalation for team members and building users.
- Improve customer experience through collaboration and partnership with other service lines within the HQ
- Attend all management meetings and share to the teams to make sure all the teams are up to speed.
- Support service delivery by understanding all service level agreements (SLAs) and acting when necessary.
- Ensure that company's, client's and statutory regulations regarding health, safety and equal opportunities are complied with.
- Drive zero harm culture throughout the site.
- Support client and company requirements on site, some of which may be out of usual hours. Complete all records as directed accurately and in timely manner.
- Support the site operations manager.
- Support smooth running of Event, Network events and Business focal point meetings.
- Drive Team engagement, to improve performance and staff wellbeing

3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- To provide full event organization and delivery within the cluster, attention to detail, highest level of care to ensure event is seamless.
- Manage all events to very high standard.
- Manage meeting spaces and ensure use is appropriate maximizing the potential for the building and users.
- Manage the guest services team and ensure they are delivering a high standard.
- Work with the FM teams and client teams to ensure all services meet the needs of the business and perform as best in class.
- Wellbeing programs in place to optimize the spaces and match the needs of the customers

4. 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.

- Deliver a consistent best in class customer service and lead a best-in-class team.
- All customer requests and needs are completed professional and efficiently.
- A positive working environment where the 'One Team' culture and Sodexo company values are evident and actively followed
- Work to and comply with all Shell KPIs and SLAs
- Comply with company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.

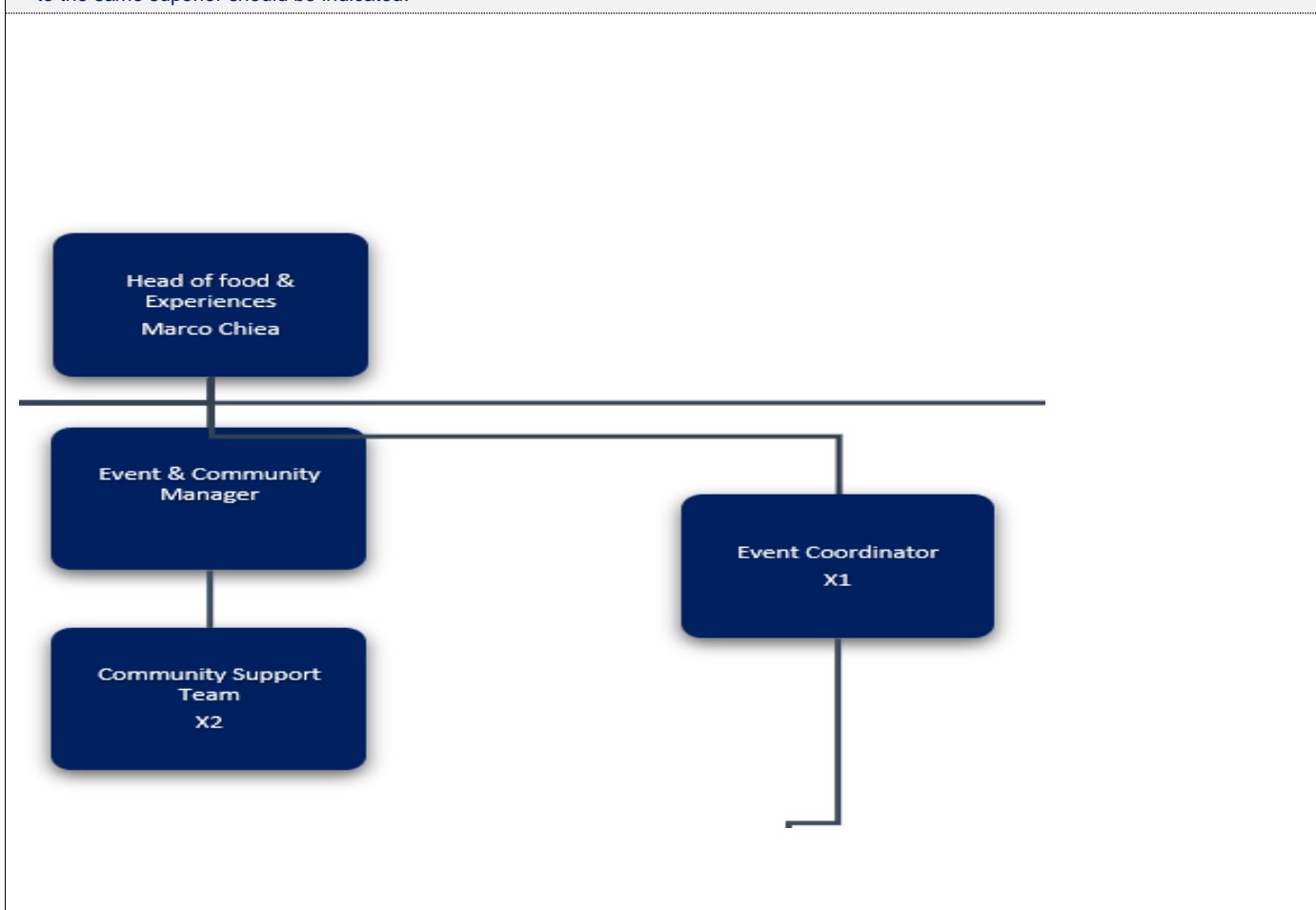
5. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

Essential

- Knowledge of working in a management role within the high-end FM service industry
- Leadership skills and knowledge
- People management skills including general HR skills in recruitment, training and managing employee.

- Good numerical, interpersonal and communication skills, must be able to demonstrate effective verbal and written communication.
- Management knowledge of health & safety
- Ability to make independent decisions.
- Able to work on own initiative within a team environment.
- Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
- Able to demonstrate attention to detail and adherence to standards.
- Analyze problems analytically, develop opportunities and implement innovative solutions.
- Proven operational knowledge, skills, and experience in managing Event operations.
- Manage multiple workloads and shifting priorities.
- Excellent interpersonal skills and ability to communicate effectively with customers, clients and employees at all levels.
- Achieve set standards and operate to performance criteria, for example, health and safety, hygiene.
- Self-motivated and able to work on own initiative within a team environment.

6. Organization chart – Indicate schematically the position of the job within the organization. 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.



Levels

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Received:

Date:

Date:

Job holder

Immediate Manager