

Job Description: Soft Services Manager



Function:	Sodexo Justice Services
Position:	Soft Services Manager
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Head of Facilities Management (Julie Patrick)
Additional reporting line to:	Deputy Head of Facilities Management (Jim Lillico)
Position location:	HMP Northumberland

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

- The management and control of the soft service operation to the agreed specification and to the agreed performance, qualitative and financial targets.
- To provide leadership, role modelling and direction to the delivery teams within the soft services areas of the Sodexo business.
- To be accountable for excellent service delivery within the soft services team activities and operational objectives ensuring continuous improvements are made.

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 FY16:	EBIT growth:	Growth type:	Outsourcing rate:	Region Workforce
	EBIT margin:		Outsourcing growth rate:	HR in Region
	Net income growth:			
	Cash conversion:			
Characteristics	▪ Responsible for departmental budgets in line with Sodexo C2 and baseline, parameters to be set based on financial year			

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.

Head of Facilities Management

Deputy Head of Facilities Management

Soft Services Manager

Chef Supervisors x 2

Chef 1 x 8

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 deliver a consistent level of service across site Soft services, within the Company's standards, to the contract specification and agreed KPI performance, qualitative and financial targets. Utilising Sodexo's Focus on Five, Quality of Life and Ambassador Program
- Address Sodexo employee Engagement, drive participation
- Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
- Client and customer retention and satisfaction.

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

- Oversee day to day running of Site Soft Services in respect of Catering, Cleaning, Contract Procurement & Housekeeping.

Business Development

- Evaluate ideas for additional scope of work and additional opportunities for services and recommend to the client as appropriate.
- Provide innovations and comparisons to market trends and forecast, advise clients accordingly.
- Continued improvement across all aspects of catering and cleaning services through innovation and efficiencies.
- Full delivery and execution of Contract Road Map.

Contract Management

- Understanding of the importance to managing a site and the services provided including the ability to calculate the rewards and penalties of meeting/not meeting KPIs.
- Ensure contract is being delivered in a cost effective way for the client and Sodexo.
- Responsible for departmental budgets in line with Sodexo baseline parameters
- Proactively manage quality of service and introduce innovations in line with market trends and Sodexo initiatives

Financial Management

- Management, reporting and monitoring of performance and accounts to ensure control of spending and budgets.
- Forecasting and budgeting and preparing month end reports for clients and Sodexo.
- Ensure that all costs and expenditure are within the budgeted levels agreed between the Client and Sodexo.

Service Delivery

- Assume full responsibility for management of soft services against contracted scope of works.
- Reporting on SLAs and delivering action plans to ensure that SLAs are met/exceeded.
- Planning of site events (Christmas, Religious Festivals and Special Diet needs)
- Day to day supervision of the Catering and Janitorial teams.
- Development of a soft services improvement plan for each service.

Compliance, Environmental, Health & Safety and Risk Management

- Managing vendor compliance in line with Sodexo's procedures.
- Understanding of when it's necessary to seek advice from Head of Facilities and to consult for technical expertise to ensure the correct procedures are followed.
- Managing compliance including standard operating procedures, purchasing, statutory requirements (health and safety).
- Comply with all Company & Client policies, site rules and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness and COSHH. This will include your awareness of any specific hazards in your work place and training of staff.
- To assist in auditing (including the completion of duty of care visits) the contracted soft services providing
- Delivery of continued safety awareness to all staff and engage in bi Weekly positive safety conversations

People Management/Leadership

- People resource management - including coaching, development and employee engagement.
- Responsible for the leadership of all employees including effective resource management, recruitment, induction, PDRs, development, coaching and performance management. Utilisation of Focus on Five engagement plan
- Ensuring that HR procedures are followed and ensuring any people related problems are dealt with in line with policy and procedure.
- Arrange & attend monthly & quarterly review meetings with Managers of all Sub Contractors

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.

- Ensure that the Company's accountancy documentation and administration procedures are carried out to the Sodexo Way Compliance Standards
- Ensure that all costs and expenditure are within the budgeted levels agreed between the Client and Sodexo. Control all costs such as labour, expenses, cash purchases as agreed with your line manager.
- Comply with all relevant sections of the Quality Assurance Audit and to complete routine audits at a frequency as indicated in the "Unit Activity Calendar".
- Deliver consistent and improved quality of Soft Services.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Excellent communication and negotiation skills
- Excellent people management skills, clear thinker with the ability to flex to the demands of the role
- Holder of suitable Catering Qualification relevant to position (desirable)
- Knowledge of HACCAP
- Hold IOSH Certificate or equivalent
- Good understanding of services involved
- Good administrative skills
- Track record of success with strong client relationships
- Good financial acumen, ability to work to a budget.
- Ability to understand data, spot trends and prepare reports.
- Ability to build strong relationships with customers and manage their expectations
- Proven strategic thinker with ability to facilitate change where necessary

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

■ 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	