

Job Description: Senior Operations Manager



Function:	Health & Care
Job:	General Services Manager 1 - H2 - SAP ID 560
Position:	Senior Operations Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Soft FM
Additional reporting line to:	
Position location:	North Staffs- Royal Stoke University Hospital & Haywood Hospital

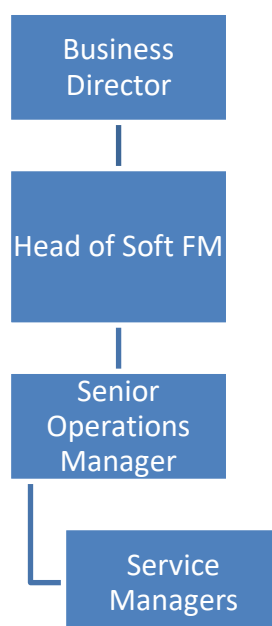
1. Purpose of the Job – State concisely the aim of the job.

- To take overall day to day responsibility for the operational management of the contracted services for the PFI's within North Staffordshire, ensuring services are delivered efficiently and in line with the contract and statutory obligation.

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 FY22: £tbc	Gross margin:	tbc	Head Count:	tbc	WTE	tbc
	Gross margin %:	tbc				
	Labour to Sales ratio %	tbc				
Characteristics <ul style="list-style-type: none">Authorised Soft FM PFI Sodexo Representative in the absence of the Business Director						

3. Organisational 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.



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.

Sodexo provide a full range of facilities services at the hospital including catering, cleaning, security , portering, helpdesk, reception and estates management. The post holder will be responsible for specific services and projects, including Portering, Waste, Distribution, Logistics and Security. The post holder will require the following areas of performance indicators:

- **Relationship Management** Is highly effective at building and maintaining win-win business partner relationships internally and with clients.
- **Resilience** Sustains momentum when faced with challenges. Balances competing demands and responds well to changed priorities.
- **Impact and Influence** Communicates effectively and inspires people at all levels. Gains the commitment of others to drive towards and achieve a high engagement and performance culture.
- **Analysis and Decision Making** Incisive and strong willed in focusing on achieving business goals. Able to analyse the cause of a problem and identify solutions.
- **Planning, Organisation and Logistics** Consistently completes deliverables within deadline, within budget, and beyond expected quality, even under adverse conditions.
- **Continuous Improvement** Seeks to continuously improve outputs for the benefit of the business. Constantly raises the standard and quality of work, benchmarking against best practice

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

- Lead major operational change projects on behalf of the departments
- Drive operational improvement through innovation and an improved staff engagement
- Deliver a strong management review and control process with the operational managers and senior site management (SMT) including the monthly review and reporting process
- Take an active role in supporting the operational managers in client meetings (e.g. quarterly reviews) and proposals for new and existing services including continuous improvement plans.
- Develop and maintain good working relationships with the senior managers of the client. Support operational managers in calculating uplifts and variations
- Active member of the onsite senior management team to support the Business Director in the strategic decision making on the Royal Stoke PFI's.
- Work with the operational managers to identify risks, issues and opportunities and ensure that the operations team have plans in place to address them
- Analyse performance trends and opportunities and determine how best the insight from this work can be turned into real performance improvements in the business. Once agreed, support and drive the implementation of this with operational managers
- Day to day management of the Operations Managers across multi disciplines including management of operational budget, monitoring variations and investigating inconsistencies. Notifying relevant parties of any concerns or disputes with clear plans in place to resolve
- Manage operations within the parameters of the contract and statutory obligations.
- Manage the workforce in line with Company and Client policies
- Lead service for administration, recruitment, talent succession and payroll requirements
- To have an excellent understanding of current health and safety regulations to then enforce these across the site
- Overseeing of the training requirements within the site taking in to consideration changes in legislation and best practise
- To assist in the strategic planning for future development of the sites' and the business development of operational services

6. Accountabilities – Give the outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Accountable for delivery of the Company Financial Targets within area of responsibility
- Accountable for a high quality, patient focused operations and service delivery
- Accountable for development on the 12 month site business plan within area of responsibility
- Accountable for the annual budgeting and quarterly forecast process with the operational managers.
- Accountable for third party/organic income generation through a customer focused culture and own a commercial focus to drive variation opportunities
- Accountable for delivering a zero accident Health and Safety culture within area of responsibility
- Accountable for delivering Better Tomorrow Plan within area of responsibility
- Accountable for people development, succession and engagement within area of responsibility

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

Essential

- Comprehensive experience of working in a senior management role within the service industry
- Facilities Management/Service Management specific technical skills including logistics knowledge and experience.
- Adaptable, flexible and resilient
- Inclusive style Leadership skills and knowledge
- Proven track record of leading, managing and developing a team
- People management skills including general HR skills in recruitment, training and managing employee performance including disciplinary and grievance procedures.
- Good numerical, interpersonal and communication skills, must be able to demonstrate effective verbal and written communication
- Management knowledge of health & safety and food 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
- Able to analyse problems analytically, develop opportunities and implement innovative solutions
- Proven experience of managing long-term client relationships
- Proven track record of leading, managing and developing a team
- Proven ability to develop new business opportunities.
- Must be able to demonstrate the ability to communicate effectively both verbally and in writing

Desirable

- Analytical skills; able to understand complex performance issues and advise and able to prioritise action plans to resolve
- Experience of working within PFI environment
- Experience of working with Healthcare

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

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|---|----------------------------------|
| ▪ Growth, Client & Customer Satisfaction / Quality of Services provided | ▪ Leadership & People Management |
| ▪ Logistics - Service delivery | |
| ▪ Rigorous management of results | ▪ Innovation and Change |
| ▪ Brand Notoriety | ▪ Business Consulting |
| ▪ Commercial Awareness | ▪ HR Service Delivery |
| ▪ Employee Engagement | ▪ Learning & Development |

9. Management Approval – To be completed by document owner

Version	V1	Date	September 2023
Document Owner			