

Job Description: Operations Manager



Function:	Operations
Position:	Operations Manager – Avon & Somerset Police
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Account Manager
Additional reporting line to:	Senior Account Manager
Position location:	The County of Avon & Somerset

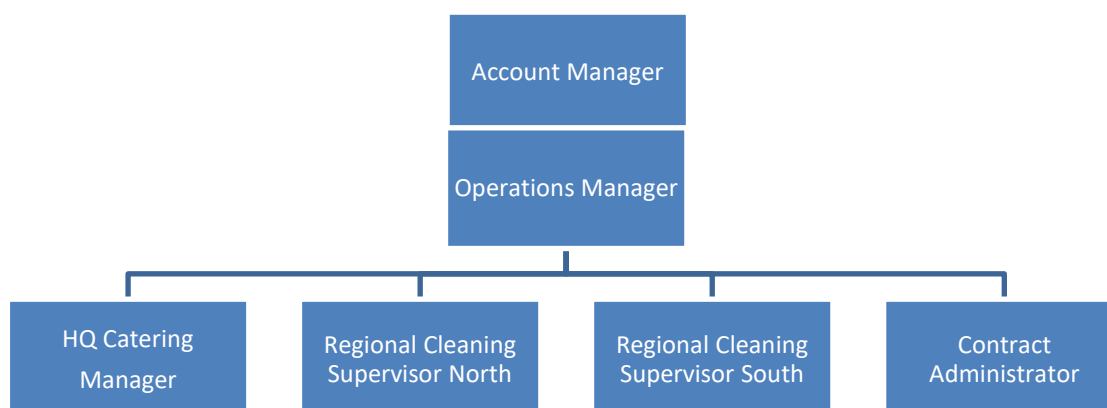
1. Purpose of the Job – State concisely the aim of the job.

- Oversee and manage the successful delivery of **Catering (2 sites) & Cleaning Services (53 sites)**. To interface with the client management team, stakeholders and customers and service leads to ensure all service standards are met or exceeded.
- Provide effective leadership to the site teams ensuring teams are engaged and that all key people activity such as PDR, EPA, Focus on Five are embedded
- Delivery against key performance measures including: financial budgets, compliance, health and safety.
- Work in partnership with service operations and central teams to meet client requirements and client retention by driving business performance through innovation.
- To establish and maintain effective relationships with individuals at all levels within the business and the client organization in line with Clients for Life.

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.

Total T/O £1.7m

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.



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.

- Deliver financial targets
- Delivery of compliance and controls
- Managing multiple site service disciplines
- Staff engagement, leadership and development.

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

Safety and Compliance

- Management of Health, Safety and Environmental Legislation relating to the building portfolio ensuring the statutory requirements are met and all records maintained.
- Compliance with client and customer requirements in relation to health and safety
- Adherence to Sodexo HSE protocols
- Drive a culture of behavioural safety within the sites – conducting regular safety tours, observations and supporting all other initiatives.
- Ensuring service lead have all relevant PPE
- All accidents and unsafe situations must be reported immediately and recorded in line with Company and client reporting requirements.

Operations

- Coordinate and direct all activities within the assigned sites across both service lines including Catering, Cleaning.
- Work in partnership across all service lines with the respective central teams, service operations, SME and shared services to facilitate the delivery of a coherent and consistent service
- Ensure contract governance and guidance
- Make sure the site achieves ISO 9001 and 14001 for facilities management and environmental assurance, respectively – ensure any auditing requirements are met and actions are closed out to agreed timescales.
- Responsible for the quality and consistency of Sodexo delivery across full service lines,
- Manage service failures with relevant service leads in line with operational processes or shared services requirements.
- To rollout/implement contracted services changes as agreed between client
- Indirect influence on IFM Solution Centre activities (SCM, Asset, etc) and Centre of Excellence colleagues

Client

- Ensure service leads deliver services in line with the service standards agreed in the contract.
- Attend client and customer meetings and produce monthly formal reports and reviews.
- Implement Clients for Life processes
- Continually seek to develop and improve relationship and interface with client/customer operational teams
- Identify any growth opportunities with client/customer
- Regularly seek feedback on service from client/customer and develop and implement action plans to address any agreed areas of improvement.

People

- Drive employee engagement levels across the site, implement engagement action plans/priorities
- Direct Line Management of all service leads for designated area. Conduct regular 1:1's, support their professional development and improve capability
- Select, recruit and induct the right team.
- Ensure all HR processes are following in line with procedures such as PDR's, EPA's etc.
- Manage team using the Sodexo HR toolkits in line with Sodexo policy and procedures
- Deliver Sodexo "Huddles" and team meetings to ensure "working as one team"
- Knowledgeable regarding Payroll

Finance

- Attend monthly financial reviews to discuss performance against budget
- Adopt and utilise available tools such as labour management/resourcing
- Complete and deliver against site budgets and forecasts.
- Deliver any identified and agreed cost saving initiatives / budget review and analysis
- Ensure cash, stock, debt and assets are properly controlled
- Engage and hold accountable, service leads against their budget areas.

Business Improvement

- Work in partnership with client, customer and SME's to identify business improvements
- Ensure all Sodexo best practice initiatives are implemented.
- Identify and implement continual improvement processes across sites, driving innovation appropriately
- Keep appraised of best practice within the industry by maintaining contact with professional bodies in other market sectors, networking.

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.

- Client satisfaction/service excellence key performance indicators are met. All KPI's are delivered in line with service level agreements
- Sites deliver against budget through effective review of financial performance, action plan, labour management, service areas, margins and cost control. Budgets are exceeded through the implementation of cost reduction or efficiency plans.
- Behavioural safety in a key part of the sites culture
- Colleague engagement levels increase year on year in accordance with agreed targets.

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

Knowledge, skills and experience

Essential

- Experience working in a similar role within the service industry at a comparable level in
- Strong communication and influencing skills across all levels of Sodexo and client organisation. Must be able to demonstrate effective verbal and written communication
- Leadership and motivational skills, experience managing and engaging teams to success
- Strong knowledge in asset management and compliance control across the IFM industry
- Management knowledge of health & safety and food safety
- CIEH level 3 qualification or equivalent
- 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 catering sector, including stock management, cash control and customer service
- Able to demonstrate attention to detail and adherence to standards
- Must have one of the following qualifications or equivalent:- BSC (Catering), MHCIM, HND, City and Guilds 706/1 and 2, NVQ level 2 and 3 and possess an intermediate level food safety certificate
- Analyse problems analytically, develop opportunities and implement innovative solutions

Desirable, but not essential

- IOSH qualification or equivalent
- Proven experience of managing client relationships
- Proven track record of leading, managing and developing a team
- IFM Accreditation

8. Key Performance Indicators (KPIs) - "What it will look like when you are doing the job well"

- P&L reports
- Labour productivity management
- Client satisfaction
- Client Retention
- Business plan actions
- Business growth & development
- Unit audit scores
- Employee engagement scores
- Internal compliance standards
- Health & Safety compliance

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

▪ Relationship Management	▪ Relationship Management
▪ Leadership	▪ Leadership
▪ Resilience	▪ Resilience
▪ Impact and Influence	▪ Impact and Influence

9. Management Approval – To be completed by document owner

Version	V001	Date	May 2025
Document Owner	A Parrish		