

Job Description: Project Delivery and Communication Manager



Function:	Operations
Job:	
Position:	Project Delivery and Communication Manager
Job holder:	N/A
Date (in job since):	
Immediate manager (N+1 Job title and name):	Contract Performance Manager
Additional reporting line to:	
Position location:	UK & IRE

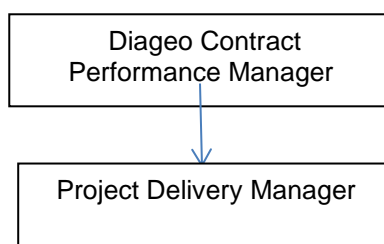
1. Purpose of the Job – State concisely the aim of the job.

To lead in delivering initiatives driven by Sodexo & Diageo strategy and MSA
 To assist in the development of soft and hard services offer and delivery – working with business leads and SMEs
 To identify process/services and actively improve these to drive efficiency and cost
 To develop business improvements, process standardisation and simplification into all aspects of our services
 Support the delivery of business targets and achievement of desired outcomes and objectives
 Support the CPM in the development of business strategy in line with current and emerging client needs
 Work with the central team to deploy corporate strategy
 To take an active role as a member of the senior team
 To research and drive latest innovations in the marketplace and assess feasibility of introducing these into the contract.
 Provide ongoing development of the customer & client experience programme across the portfolio

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 FY17:	EBIT growth:	tbc	Growth type: n/a	Outsourcing rate:	n/a	Region Workforce	565
	EBIT margin:	tbc		Outsourcing growth rate:	n/a	HR in Region	Yes
	Net income growth:	tbc					
	Cash conversion:	tbc					
Characteristics	<ul style="list-style-type: none">▪ Leading the delivery of projects▪ Working on Diageo UK&I contract but also supporting to other CS contracts						

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.

Lead Change and project management of activities for Soft and hard services
Responsibility to work with the CPM to build the soft & hard services offer
A highly client focused role, building relationships with multiple internal stakeholders, as well as partners/subcontractors and Sodexo teams.
Undertake project management, programs and initiatives implementation as required
Be an informed and authoritative point of contact for the key stakeholders to address any performance or operational issues
Engage with client and internal stakeholders to gain buy in and ensure smooth transitions through transformation processes.
Maximise op excellence, maintain process improvements and service development.

Central Team Liaison

To work collaboratively with the central team and central subject matter experts to deliver all contractual requirements to the client.
Work with the central subject matter experts and local teams to ensure a standardised, consistent and compliant approach is implemented for each subject area

Service Operations/ Transversal Function Liaison

To work collaboratively to deliver all contractual requirements to the client
Develop, support, coaching and information structure to ensure that the team (including self) get the right level of commercial and local support
Adopt a partnership approach to ensure that any decision taken relating to the contract is aligned to the overall goals for the contract and for Sodexo and in the best interest of the whole contract.
Mutually work together to ensure clarity of understanding and application on KPI risk and reward.
Mutually work together to ensure that all legislative requirements (including inspections) are carried out including horizon scanning for forthcoming legislation changes.
To work as “one team” to ensure delivery of unified services, and to achieve the strategic objectives of the contract for both client and Sodexo.
Engage with client and internal

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

To support the development of the Sodexo Quality of Life services offer across the account
Develop metrics to measure improvement to Workplace Experience
Develop strong relationships with day to day clients and site members
Look to drive financial savings across the account
Continually look to develop new initiatives within operations demonstrating forward moving business and innovation to clients and provide support to country/site leads to do the same
Seek ways to drive financially beneficial sustainability initiatives across the contract
Drive a culture of Health and Safety through the SME's and across the account
Ensure business desired outcomes are met and standards of excellence are delivered
Define a robust and achievable growth strategy which will successfully improve the performance of the contract
Pro-actively developing and building client and customer relationships
Liaison and co-ordination with in-country/regional management, services operations platforms and operational teams to lead and coordinate activities associated with the role
Lead, develop, manage, and motivate a high performing team ensuring that the client receives services of the highest quality
To actively work with other peers and colleagues and as part of the senior account leadership team

Manage services in line with contractual, quality & compliance, EHS and risk requirements of Sodexo and client and any other governance requirements

Understand relevant Client Policies & Procedures for deployment across the region

Establish industry networks to ensure continuous improvement and to provide insight through the effective use of market data and operational delivery techniques

Own the delivery of key programs - cost reduction, business value opportunities and service improvement programs. Ensuring that all aspects of the business are conducted in accordance with all relevant statutory requirements and Codes of Practice.

Implementation of policies, procedures and initiatives to ensure, in terms of calibre, experience and number, the necessary resource is available to meet business needs.

Work in collaboration with the SME's to ensure standardised, consistent and compliant approach is implemented

Ensure site based clients are engaged with the development of their businesses

To work collaboratively with country site managers

Deployment of best practices throughout all operations in Diageo

Work with client's communications specialists to agree joint strategic communications activities aligned with client key agendas (i.e. 2030 sustainability, wellbeing etc.)

On-going management and improvement of stakeholder engagement strategy and activity

Communicate changes and evolutions to account structure, ways of working and delivery of services

Work with client's change and communications specialists and agency partners to help ensure successful mobilisation of new London HQ including induction content delivery and develop communications plan to promote engagement with our workplace services and improve customer satisfaction

Support teams to engage with their end users on site through use of workplace services updates and yammer, identifying and supporting a network across the account of GSMs and communications champions to conduct this activity

Share good news and case studies from across the account with central brand and communications team and other accounts via segment communications leads.

Identify opportunities for and work with client on internal and external recognition

Measuring the impact of communications and recommending or implementing improvements where appropriate

Keeping up to date with best practice from the communications industry and bringing new approaches and channels to help develop and improve the effectiveness of communications within the contract

Ensuring Sodexo's values are understood by client, stakeholders, consumers and Sodexo teams across the contract

Provide coaching and support for the Sodexo team on communications best practices

Contributing to the wider Sodexo strategy for account communications, sharing best practice within the group

Drive the continued focus on employee engagement across the portfolio by working closely with the operational teams

Creation, communication and ongoing maintenance of any employee engagement activities

Compliance, environment, Health and Safety and Risk Management

- Ensuring compliance of all statutory requirements (health and safety)
- Ensuring contractors comply with necessary standards

People Management and Leadership

- Support the talent development of the teams by identifying high performers with the management team and enabling them to be ready as part of the succession plan

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.

- Full implementation of COE workplace experience standards across the portfolio
- Sodexo and Diageo MSA achieved
- 100% Client/service Retention
- Ensure that Sodexo are perceived by the local customer as delivering Value
- Services are delivered to the required level across all service portfolio, service excellence as standard
- Operations are being delivered in compliance to the contract

- A stable and fully integrated team with multi skilled management and employees where possible
- The contract is recognised by client and Sodexo as a benchmark for service excellence within Diageo and wider Sodexo operation.
- All communications are of high quality
- Site managers and/or site communications champions are confident in communicating with their on-site stakeholders and customers
- Account specific communications tools and channels are rolled out in a timely manner and reach all required stakeholders

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

Essential

Proven experience in building diverse teams

Proven experience of project management delivery

Experience of having operated successfully within an outsourced B2B environment

Demonstrable track record of developing successful operational strategies across a broad portfolio of sites

Exceptional client relationship management skills

Development of commercially viable solutions based on rigorous techniques to understand client needs and price products/services accordingly

Considerable experience in soft services delivery

Proven financial acumen essential with commercial experience and business acumen

Proven track record of initiating and leading demanding business change programmes

Proven experience of developing profitable relationships with clients

Proven experience in identifying and selling innovative and/or new business

Excellent communication, influencing and facilitation skills

- High standards of numeracy and written communication
- Customer and quality focussed; highly effective at building and improving customer relationships
- Capable of developing and implementing plan and growth strategy
- Challenges the status quo, innovative, 'can do and improve' attitude
- Self-motivated and able to work on own initiative within a team environment
- Ability to interpret and utilise financial and commercial information in order to drive sales growth
- Demonstrable track record of developing successful operational strategies across a broad portfolio of target client groups

Desirable

- Facilities, Business and other relevant degree/ qualifications

Other relevant information

- Regular travel and overnight stays may be required
 - To relieve and assist in other establishments in certain circumstances.
 - To attend meetings and training courses as requested.
- This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

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
▪ Planning and Organising	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ Learning & Development
▪ Employee Engagement	▪ Rigorous Management of Results
▪ Industry Acumen	▪ Analysis and Decision Making

9. Management Approval – To be completed by document owner

Version	1	Date: 02 September 2021	
Document Owner	Rezki Karar		