

JOB DESCRIPTION

Function:	Healthcare
Position:	Senior Operations Manager - Finance
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Regional Finance Manager
Additional reporting line to:	
Position location:	Hereford County Hospital

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

Finance lead to be based at client site – Hereford County Hospital. To provide financial and commercial support and control to the hard and soft services operation at Hereford County Hospital and Hereford Community Hospital. This support includes managing the forecasting and budgeting processes, provision of accurate and timely monthly reports, management of the transaction team and ensuring that all Sodexo Group Financial Policies are adhered to.

Working as part of our finance team, in a business partner capacity, you will through the use of efficient and transparent working methods complete various tasks to deliver the departments business outcomes in relation to finance

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.

Contract Revenue FY16:	EBIT growth:	-%	Gro wth type: n/a	Outsourcing rate:	n/a	Contract Workforce	Tbc employees
	EBIT margin:	13%+					
	Net income growth:	-%		Outsourcing growth rate:	n/a	HR at Contract	HRBP
	Cash conversion:	tbc					
Characteristics	<ul style="list-style-type: none">Fixed price FM / PFI contractSite Finance team of 6, Finance manager role responsible for 5 in/direct reports.Key Relationships will be with Site Director, Operational teams, finance and administration colleagues HR and relevant support departments						

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. Please show the job titles not the actual people doing the role, i.e. Finance Manager, Project Manager

Director Of Finance
Regional Finance Manger
Senior Operations Manager Finance
Assistant Operations Manager Finance
Administration Clerk

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.

- As an Ambassador to Sodexo, maintain a professional approach at all times and create strong relationships with internal and external stakeholders
- Ensuring the accuracy of all financial transactions from various sources of input, often outside the authority of Finance.
- Explaining financial concepts to non-finance employees across the contract from frontline staff to senior management.
- Satisfying the day to day information requests from both Project Co (Immediate Client) and the NHS Trust (Ultimate Client).
- Ensure Sodexo Group Financial Policies are adhered to.
- Dealing with and responding to multiple business demands
- Dealing with contractors and suppliers
- Willing and able to undertake further training/development within the post as required.

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

- Support the Operational lead in the management of the on-going complexities of the contract(s) and client(s) expectations.
- Providing financial and commercial advice to operational management, driving financial performance through commercially sound decision making and analysis
- Ownership and management of budget / forecasting processes to given deadlines. Production of annual budget and quarterly forecasts with Site Director
- Timely and accurate reporting of monthly management accounts, investigating variances, correcting errors where necessary and providing explanations on variances to budget. Production of site reporting pack including Risks & Opportunities in line with the Company reporting timetable.
- Produce & report monthly management information to budget holders highlighting variances against budget and liaising in identification of causes. Support monthly meetings with the operational managers to review progress to budget and identify areas to improve.
- Ensure key financial controls are followed and sufficient processes and controls are in place to deliver the budget whilst observing Group financial policy Management of monthly billing ensuring unbilled is kept to a minimum and under 90 days and that billing is in line with the contract mechanism.
- Management of debt – ensuring any issues are identified immediately and aged debt is kept to a minimum and issues are escalated in a timely fashion.

- Review and completion of CCN quotations prior to submission to the client, ensure all CCNs are appropriately documented, calculated and accounted for.
- Provision of Excel support to the operations team
- Recommending ways of reducing operational costs
- Providing information for internal & external audits
- Working with all departments and the management team to develop meaningful management information to help make financial decisions
- Monitor all balance sheet balances ensuring completion and adequate reconciliations are completed
- Support integration of key changes to the business e.g. Global Maximo
- Completion of client facing reports (including Capped B&C, Group B & Damage)
- Management of the Assistant Finance Manager and the finance administration team, identifying opportunities for development and training needs where appropriate. Such management will cover payroll, cash and financial trading roles:
 - Controlling all cash handling and ensuring completion of all necessary documentation.
 - Co-ordinating E-prophit by ensuring invoices are recharged to appropriate cost codes and checking of supplier invoices for accuracy and authorisation.
 - Ensure the input of stock is accurately carried out at the end of each trading period, highlighting variances over an agreed variance and pass on to the operations manager for investigation.
 - Assist in the review of stock controls & reporting of raw materials usage, to ensure that consumption and wastage are accurately measured and controlled.
 - Ensure the accurate collation and recording of all pay variation information within the payroll system, and highlight training requirements for the wider team.
 - Ensure changes to payroll data including new starters / leavers / amendments are made in line with group policies and processes and with the correct paper work being in place.
 - Ensure employee pay queries are dealt with in a timely manner and the impact is communicated..
- Ensure that all absences are recorded in UDC within current week
- Review of monthly payroll and investigation of any overpayments or unusual balances.
- Weekly purchase order reviews with all operational managers;
- Provision of financial support for central projects and initiatives including the production and circulation of accurate MI
- Support the implementation and on-going delivery of Sodexo and Healthcare segment strategies as required, ensuring effective change management.

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.

- Accurate monthly reporting of each service's P&L to ensure Operational managers are fully aware of their progress against plan. Reports to be prepared in line with Group timetable.
- Ownership of the budgeting and forecasting processes resulting in accurate presentation to Business Director within given timescales.
- Finance areas receive "green" audits
- Manage, train and develop the transactional processing reports contributing to an engaged finance team.
- Financial tracking of individual initiatives and business cases to ensure that they are delivering expected (and authorised) financial performance and that any capital expenditure is within agreed levels.
- Monthly reconciliation of balance sheet accounts within sites control

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

Essential:

- Deep understanding of transactional processing and financial reporting
- Knowledge of accounting systems
- Experience of managing a small, busy team.
- Ability to work under pressure and ensure that deadlines are met
- Capable of explaining financial concepts to non-financial colleagues.
- Ability to analyse problems analytically
- IT literate with Microsoft office application including production of spreadsheets and documents
- Attention to detail
- Pro-active approach

Desirable:

- Qualified (CIMA, ACA, ACCA etc) accountant
- Knowledge of healthcare business and agenda for change
- Experience of both hard and soft service contracts

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

■ Rigorous monitoring and management of results	■ Be adaptable to the introduction of new technology and working techniques
■ Brand notoriety (good)	
■ Good interpersonal skills – able to build relationships	
■ Sound administrative skills	