

Job Description

Function:	Corporate Services
Position:	Workplace Experience Lead
Job holder:	
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	General Services Manager
Additional reporting line to:	N/A
Position location:	Diageo, Dundas Onyx

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

Providing a 5* service to the building users of the Diageo Onyx. Owning the floors of the building whilst offering a personalised service to the day-to-day employees and visitors.

Working in partnership with all service lines within the building to ensure the customer experience is seamless and tasks are completed to the highest standards

- To manage and deliver operational excellence across all Sodexo services, including maintenance, PPM, cleaning, logistics, conferencing and meetings, reception, dram shop.
- To manage and control the services to the agreed specification and to the agreed performance, qualitative and financial targets.
- To provide direction and expertise to the operating area by promoting Sodexo strategies and best business practices.
- To deliver services in line with the business ethos, delivering innovative solutions to the client's expectations.
- To work as part of a team ensuring high standards of service, customer satisfaction and contract retention. To comply with Sodexo procedures, Health and safety and all legislative requirements.
- Maximise customer satisfaction and help maintain a good working relationship with the site client representatives and customers.
- To effectively manage and develop, undertake appropriate training, and staff development under line management responsibility. Liase with HR/ people centre under effective Line management processes and procedures that need followed.
- To be responsible for ordering materials, managing invoices, effective stock control mechanisms and collection of income in accordance with agreed policy.
- Ensure all statutory compliance paperwork is collected, managed and available on site.
- To ensure all current legislative requirements are met and appropriate systems are in place.
- To ensure service standards and deliver as customer focussed service as per agreed KPI. To also be responsible for determining and delivering remedial action where the satisfaction level has not achieved target.
- To recruit appropriate staff as required and ensure that contracts offered, and deployment of staff meets operational needs. The post holder also ensures that all staff receives an appropriate induction and is responsible for all elements of their training including coaching.

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- To ensure that cleaning and hygiene standards are, written understood by team members and always implemented. Carry out Audits as per our contractual obligations.
- To ensure that proper care is exercised in handling, operating, safeguarding, and maintaining equipment and appliances under the control of the cleaning services and maintain inventory records.
- To ensure all necessary steps are taken to ensure the security of accommodation, equipment, stock, and monies within area of authority.
- To undertake other duties commensurate with the scope of this role.

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

- Managing all changes to the contract specification 'output' as directed by the Senior Management Team
- Constant site monitoring, ensuring the service is running efficiently, on budget and as per contract.
- To be responsible for all aspects of Health and Safety and the Environment on work activities to ensure actions comply in accordance with statutory and contractual requirements. Completion to the standards of; Risk Assessments, COSHH Assessments, Vehicle Audit/Inspection and other H&S compliance and safety expected activities.
- To always comply with the Company's Quality Assurance and Health and Safety Procedures and to ensure that all work is undertaken in accordance with the industry's best practices.
- To ensure that all areas in which work is undertaken are kept in a clean and tidy condition to ensure minimum disruption to the building occupants.
- Ensure the fit-for-purpose, of issued clothing, uniform, tools, equipment, and PPE and is to a safe and good working order of condition.
- Maintain unit level stocks, reporting on inventory as managed assets.
- Undertake any other duties that may be required for the effective operation of the facilities, reception, retail and cleaning services. Attend training sessions and meetings as required. This would include manning the Brand Store and Reception when required, and working with the workplace experience assistant to ensure full covering during opening times and adequate time outside or trading hours for administration. Goods receiving (deliveries). Post and courier management

3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Client expectations for this site
- High communication level to maintain with key site representatives
- Large volume of business, diverse activities
- Challenging the status-quo, looking at new opportunities to enhance service delivery and improve internal/external client satisfaction

4. 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.

- Customer service
- Statutory compliance
- Employee engagement
- Financial Growth

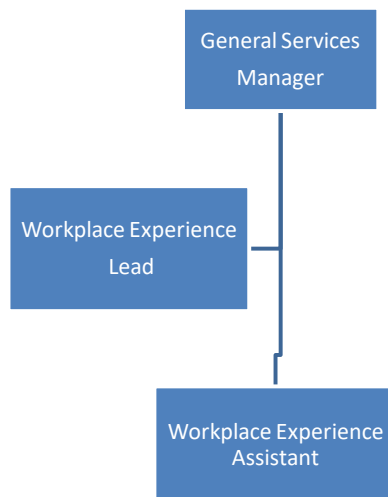
5. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

- Knowledge of working in a management role within the high-end FM or hospitality service industry
- Leadership skills and knowledge
- 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
- Analyse problems analytically, develop opportunities and implement innovative solutions

Desirable

- Proven experience in managing P&L accounts
- Proven operational knowledge, skills and experience in managing TFM operations
- Manage multiple workloads and shifting priorities
- Ability to interpret and utilise complex and varied financial and commercial information
- Excellent interpersonal skills and ability to communicate effectively with customers, clients, and employees at all levels.
- Achieve set standards and operate to performance criteria, for example, health and safety, hygiene
- Self-motivated and able to work on own initiative within a team environment

6. Organization chart – Indicate schematically the position of the job within the organization. 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.



Received:

Date:

Date:

Job holder

Immediate Manager