

Job Description

Function:	Healthcare
Position:	Deputy Business Director
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Business Director
Additional reporting line to:	Divisional Director (in absence of BD)
Position location:	Romford Queens

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

To lead the Soft FM service portfolio and drive all aspects of its operational performance, governance and compliance, progress and service innovation, financial performance and ensure all elements of Sodexo and Trust policies are adhered to. Deputise and lead site in the absence of the Business Director promoting robust, open relationships in all directions within Sodexo and that of the Trust and ProjectCo.

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

- Lead responsibility for the operational management of all soft service elements of the contract
- Working with the Business Director in the development of all business plans and supporting budget for the site, to achieve company and client objectives and priorities
- Responsible for financial management of the allocated budget and to deliver budgeted profit and turnover for the service
- To plan, organise and coordinate all Sodexo soft service activities: to ensure standards of service detailed in the Service Level Agreement and schedules contained within the contractual terms are achieved and maintained
- To drive service innovation and pioneer change within Soft FM for any combination of financial, operational or patient care improvement
- To deputise for the Business Director when appropriate
- To ensure robust and consistent governance processes across Soft FM services in all aspects of data, meetings, actions, performance and all business systems
- To undertake client meetings in line with the Service Level Agreement and to ensure the building of relationships at all levels within the client structure and with key stakeholders
- Ensure achievement of high levels of client and service user satisfaction and monitor these on regular basis
- Develop and manage efficiency processes to reduce costs and increase productivity ensuring that KRONOS and other systems are fully functional and utilised to the benefit of the business
- To ensure premium rate overtime is kept to an absolute minimum or eliminated altogether across Soft FM
- To drive and lead harmonious relationships and communication on site amongst all teams and externally to the Trust and ProjectCo.
- Act as a flagship conduit for external visitors to site
- To drive standards throughout the team and all services ensuring Service Level Agreements are met
- Ensure that health and safety standards are understood and delivered across the site. This must include any agency or casual staff and all employees from their first date working on site
- To comply with all Health, Safety and Environmental procedures including COSHH, manual handling, risk assessments and fire regulations
- To implement and maintain all Statutory and Company policies and procedures, communicating it to all staff and ensuring full compliance
- Responsible for the recruitment and management of direct reports. This will include responsibility for their development which will include health & safety, communication of shared goals and ensuring that effective performance development reviews (EPA's/PDRs) take place
- Responsible for managing staff within area of responsibility in line with the appropriate policies in relation to issues including conduct, performance, absence, grievance, fair treatment, pay progression, leave and all other HR policies
- Identify and implement progressive change within Soft FM services
- Champion the CARES programme to ensure all staff are committed to delivering high levels of customer service at all times communicated
- To prepare a proactive, annual business plan for Soft FM services and support in the writing of an annual report for the same services

This job description is not intended to be exhaustive and will be amended in light of the changing needs of the service.

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.

- Manage and deliver effective and high performance Soft FM services that meet or exceed contractual obligations, KPIs and agreed company policies and procedures
- Ensure that all financial targets are achieved within a framework of absolute financial control
- Working in partnership and manage clients proactively, ensuring their expectations are met, and effectively communicate all client needs and business opportunities within the division
- Ensure robust governance structure is maintained with clear roles and responsibilities outlined

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.

- **Leadership and people** - The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will provide leadership and clear direction on all aspects of the assigned operational business area, ensuring assigned employees deliver on business objectives. The role holder is responsible for supporting the delivery of the people plan and subsequently developing future capability of front line teams. The role holder will lead by example and champion effective communication. The role is responsible for the recruitment, induction, performance and development of assigned employees and will manage the performance of those employees and support other department managers to achieve this, in line with Sodexo HR policy and procedures.
- **Risk, governance and compliance** – The role holder is accountable for full compliance and understanding of all company risk, reporting and governance processes within their assigned operational area. The role holder will ensure that these processes are fully applied, complied with and adhered to within assigned operational business area. The role holder is accountable for cash and stock within the assigned operational business area where applicable; therefore cash and stock company procedural compliance is a requirement.
- **Financial management** - The role holder is accountable for the financial performance of the assigned business operational contract in line with set budgets and as a contribution to overall site financial performance. There will be a requirement to contribute to the monthly financial review process for the assigned operational area and also to ensure follow up on all improvement plan actions to support improved financial performance where necessary.
- **Relationship management, client and team** – The role holder is responsible for managing client and customer relationships and developing and maintaining strong business relationships. The role holder must seek to understand the client's business environment and drivers, developing and maintaining strong relationships and establishing a network of client contacts. The role holder will manage clients proactively and professionally, in line with Clients for Life®, ensuring Sodexo delivers service in line with the client's business objectives. The role holder will understand the importance the client places on partnering principles and endeavor to establish a dynamic and positive culture for co-operative business relationships and improvements to service.
- **Operational management** - The role holder will be responsible for overseeing their assigned operational business contract and managing compliance with legal, regulatory and company requirements. The role holder will effectively manage continuous improvements, taking corrective action where necessary and informing their line manager of performance issues. The role holder will ensure robust health and safety procedures are implemented, reviewed and reported on a regular basis. The role holder will resolve daily operational issues within soft services and deputise for the Business Director, on all soft service activity, when not available
- **Service excellence** - The role holder will be responsible for driving all aspects of service excellence across their operational business contract including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards. The role holder will ensure that work is appropriately recognised and expected standards ensuring the offer is meeting the customer's needs through full and correct use of company tools. In partnership with subject matters experts you will champion and embed service excellence initiatives across your business area and ensure that all services are aligned to the client needs and deliverable within contract scope and budget.
- **Continuous development** - The role holder will be responsible for the continual development and improvement of all on-site services, resulting in improved services, increased sales and reduced costs. The role holder will also continually monitor financial performance (e.g. supply chains, sales, labour, expenses, internal issues) to ensure that the budget figures are maintained and improved. When variances occur, to provide written explanation of costs and implement action plans for correction.

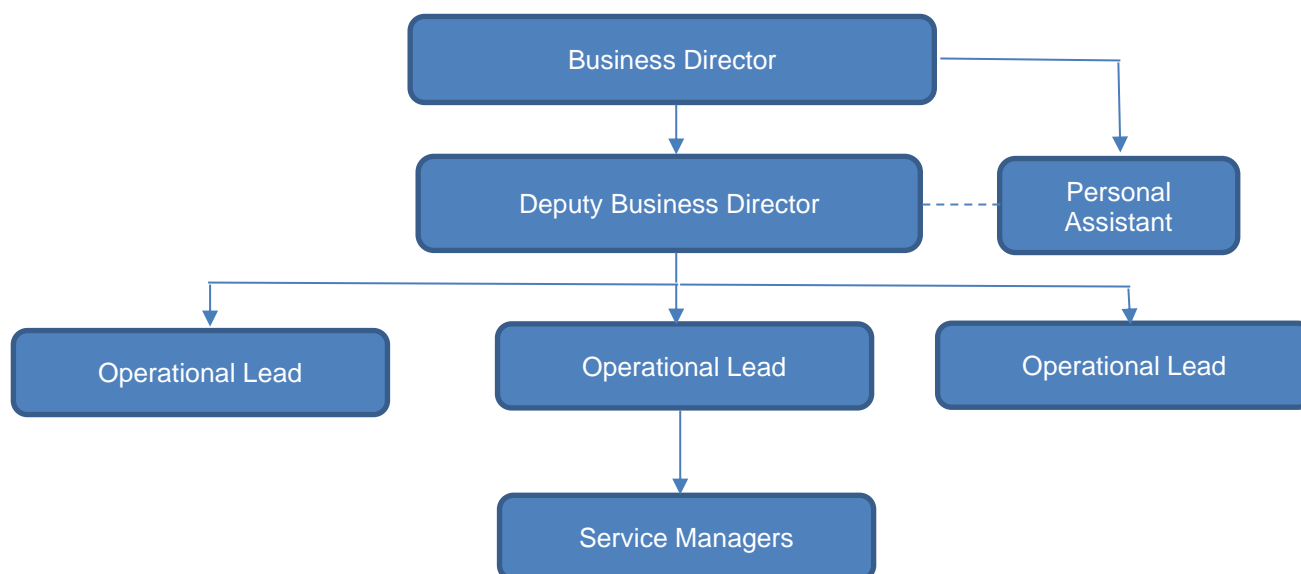
5. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

- Revenue – Circa £35M
- Direct Reports – 3 (Head of Cleaning, Head of Logistics and Head of Catering)
- LTI – 0.26 (as of September 2022)
- EHO – All services 5 star

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

- Experience operating multi-services in healthcare environment
- PFI experience, preferably in healthcare setting
- Business Management experience at a senior level.
- Proven experience of managing client relationships with the ability to influence key decision makers.
- Ability to manage operations against an agreed specification demonstrating strong P&L expertise, commercial acumen and core numeracy and accounting skills.
- Results focused with excellent communication skills.
- Proven financial management experience and P and L responsibility for a project > £15M

7. 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