project delivery and communication manager

Job Description:

Regional Digital Experience Manager (Ireland)

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| Function: | Sodexo Corporate Services (Ireland) |
| Job:  | Regional Digital Experience Manager  |
| Position:  | Regional Digital Experience Manager |
| Job holder: | N/A |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Deployment & Transformation Director  |
| Additional reporting line to: | Account Directors  |
| Position location: | Regional - IRE, Travel is required within Island of Ireland visiting contracts and will also require travel to the UK periodically |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To be a dynamic leader who can support Sodexo teams by incorporating data and insights into the digital experience for key Corporate Services clients in UK & Ireland
* Collaboration with key stakeholders: Operational Leadership, Sales, Marketing, Technical SMEs (from Sustainability to Energy), Group Data Lab, HR (as it relates to the topic of Employee Experience), as well as Service Activation and Deployment to drive the overall digital experience adoption across the client portfolio.
* You will serve as the technical lead for all digital tools on the account, and partner with stakeholders to deliver desired client outcomes. As demand for our digital solutions scales, you will co-develop sales collateral that will support our growth and retention targets.
* Identify risks regarding changes and support with developing a digital strategy with both clients and operational leadership
* A highly client focused role, building relationships with multiple internal stakeholders, as well as service partners/subcontractors and Sodexo Subject Matter Experts and transversal functions
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| 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 |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | Yes |
| Cash conversion: | tbc |
| Characteristics  | * The ability to translate data into actionable insights to improve the overall employee experience
* You will demonstrate a combination of strong technical skills and a dedication to solving complex organisational challenges using both digital solutions and data
* Be cognisant of sales and retention pipeline by working closely with sales, Account Directors and the Deployment & Transformation Director
* Thrive in a fast-paced environment with rapidly changing priorities
* A self-driven leader who wants to enhance colleague and client digital FM experiences. You must foster a culture of trust, teamwork, and continued improvement both personally and professionally.
* Possess a methodical and creative manner that allows timely, accurate and compelling data on a quarterly basis to operational leadership/clients
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| 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. |
| Ire Regional Account Director  |

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| **4. Context and main issues** – Describe the most difficult types of problems the job holder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Embedding technical and digital solutions for customers and communicating the value of these solutions through presentations, demonstrations, and technical proposals
* Lead, promote, advocate and train the digital experience from the technology we deploy across all operational leaders using 4Site data
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Set and execute the Digital Experience Strategy (making adjustments to continually align with the client’s strategic agenda)
* Work directly with Operations on site and support teams offsite to keep track of their evolving requirements
* Create and deliver compelling and in-depth presentations and demonstrations to engage diverse audiences which support them on their path to integrating data and insights into their decision-making
* Articulate the value of digital solutions and usage of data to impact their desired business outcomes
* Proactively seek the most up to date technology and industry trends (working within Sodexo’s innovation lifecycle process) and develop a professional family to coach, mentor and develop a community of technical and data champions
* Produce and continually maintain technical documentation in strong partnership with stakeholders in IS&T on Sodexo and client side to ensure the technology stack is always up-to-date and a record of master data systems
* Work cross functionally with senior leadership to deliver results
* Handle business, technical and people escalations related to data opportunities / requirements
* Respond to technical enquiries from customers and partners to educate and influence their decisions
* Document and share feedback (product issues, feature requests, technical requirements, etc.) with relevant IS&T and Digital teams (UK&I)
* Ongoing, proactive learning, including incorporating and sharing new knowledge and skills
* Design, own and oversee the digital activation strategy
* Continually look for opportunities to improve products, processes, and customer experience.
* Pro-actively developing and building client and customer relationships
* To actively work with other peers and colleagues and as part of the senior account leadership team
* Establish industry networks to ensure continuous improvement and to provide insight through the effective use of market data and operational delivery techniques
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| 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. |
| * Translating data into actionable insights to improve the overall employee experience
* Ensuring Sodexo’s values are understood by client, stakeholders, consumers and Sodexo teams across the contract
* Work collaboratively to build, execute and measure the impact of digital solutions for our customers.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Essential*** Ability to:
	+ Discuss Business Objectives, Business Outcomes, Digital Transformation with the client
	+ Formulate and communicate a technical roadmap
	+ Present topics in a clear and concise manner to many levels of technical skill sets/ audience sizes
	+ Communicate highly technical information clearly and concisely to peers and customers verbally, in written communications and learning and training situations.
	+ Create clarity for the business and customers during times of ambiguity and uncertainty
	+ Leverage data analytics to inform recommendations or decisions
	+ Escalate with calmness, by providing clear and accurate risks and issues
	+ Be Resilient and create clarity of thought under pressure
	+ Work in a fast paced, changing (and sometimes trying) environment
* Strong business and financial acumen and executive presence
* Flexibility and capability to function in a high growth environment
* Lead by example and influence the use of data / digital experience
* Multi-level stakeholder management experience
* Strong collaboration skills, preferably with experience across matrixed organizations
* An understanding of project management practices
* Excellent communication skills both written and verbal
* Good judgment and decision-making skills
* Operate with transparency, integrity and respect that reflects a positive attitude

**Minimum Qualifications** * A minimum of 5 years’ experience in digital and data field
* Experience designing, selling, identifying, testing and/or implementing digital solutions in food and IFM service environments
* Thorough competitive knowledge including solution, technology, and product offerings.

**Other relevant information** * To attend meetings and training courses as requested
* Willingness to travel and work the necessary hours to deliver the outputs of the role
* Travel is required within Ireland and periodic travel to the UK to help with delivery of the strategy however, where we are able, we greatly promote the use of the video conferencing where appropriate
* 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.
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction
 | * Leadership & People Management
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| * Planning and Organising
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * Learning & Development
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| * Employee Engagement
 | * Rigorous Management of Results
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| * Industry Acumen
 | * Analysis and Decision Making
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| 9. Management Approval – To be completed by document owner |
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| Version | 1 | Date: 20 November 2023 |  |
| Document Owner | Matthew Williamson  |

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| 10. Employee Approval – To be completed by employee |
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| Job holder’s signature  |   |  |  |  |

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