

Job Description: Soft Services Manager



Function:	Sodexo Justice Services
Position:	Soft Services Facilities Manager
Job holder:	New Post
Date (in the job since):	TBC
Immediate manager (N+1 Job title and name):	Director
Additional reporting line to:	Deputy Head of Facilities Management
Position location:	HMP Northumberland

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

- To manage the Soft Service provision (Catering, Cleaning and Stores) within HMP Northumberland, ensuring the service delivery is compliant with legislation, local authority regulations and service level agreements.
- To deliver a high-quality service in line with the contract requirements that support the prison overall, and working closely with the Facilities Management Team in ensuring that the Prison is clean, tidy, secure, effective and fit for purpose on a day to day basis and that contractual compliance is achieved.
- The post holder will take lead responsibility reporting to the Director, with a additional reporting line to the Deputy Head of Facilities Management, for the delivery of soft services to both staff and prisoners, for cleaning site-wide (including Clinical), stores, and developing management oversight of laundry services, recycling, and waste services and grounds maintenance including internal inclement weather response (all of which are managed by associated teams presently).
- Help support the senior management team by engaging proactively with all functions but primarily, Residence, FM, Catering, Stores and Cleaning provisions.

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 FY16:	EBIT growth:	Growth type:	Outsourcing rate:	Region Workforce
	EBIT margin:			
	Net income growth:		Outsourcing growth rate:	HR in Region
	Cash conversion:			
Characteristics	▪ Responsible for departmental budgets in line with Sodexo C2 and baseline, parameters to be set based on financial year			

<div><div>3. Organisation chart</div><div>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.</div><div><pre>graph TD; Director --> SoftFM[Soft FM]; Director --> DeputyFM[Deputy FM]; DeputyFM --> MaintenanceTeam[Maintenance Team]; SoftFM --> CateringTeam[Catering Team]; SoftFM --> StoresTeam[Stores Team]; SoftFM --> CleaningTeam[Cleaning Team];</pre></div></div>	<div><div>Commented [SP1]: This needs of change. Direct line management to me, dotted line to Brian.</div><div>Commented [BJ2R1]: Done, but stores is still there as something Soft FM will manage – is this what you want/ It has always been Jim’s directly, never belonged to Mark D.</div></div>
<div><div>4. Context and main issues</div><div>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.</div><div><ul style="list-style-type: none">To deliver a consistent level of service across site Soft Services, within the Company's standards, to the contract specification and agreed KPI performance, qualitative and financial targets.Address and improve Sodexo employee Engagement, drive participationComply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.Client and customer retention and satisfaction.</div></div>	
<div><div>5. Main assignments</div><div>Indicate the main activities/duties to be conducted in the job.</div><div><ul style="list-style-type: none">Be visible and supportive throughout all areas of the establishment.To attend relevant meetings on-site and at times off-site when required toCleaning standards will meet the agreed schedules and reflect in the high standards of cleanliness throughout the establishment and monitored through site audits, training and controlsTo ensure the Catering delivery is carried out to the contract specificsTo support the Catering Manager / Team Leaders with compliance at all times relating to HACCAP, Allergens, Food Safety, Servery Audits and training requirements are all met within the kitchen team and residential units and other catering outlets.Waste removal and recycling will be done in a timely manner considering the restrictions and environment of the establishment.Compliance with ISOQAR standards, Facilities Maintenance and Environmental Assurance is maintained for HMP NorthumberlandWork according to and respond to all contingency and other plans required for the maintenance of security and control at the establishmentThe line management of the team will promote a positive attitude, and 'Delivering Excellences" will be their mantra.Prison grounds will be free from debris and litter, grassed areas well maintained, flower beds and shrubbery comply with statutory plans and present well with a pleasant seasonal appearance.Clean laundry always available and distributed as per the contractual offer. Used laundry collected and stored in central area's awaiting contract uplift and removal.</div></div>	<div><div>Commented [BJ3]: Do you still want this in? This would hint at Soft FM also managing Don Price (Grounds Maintenance) Should we remove this paragraph or do you think it will go this way in the long term? We can always amend later....doesn't seem to make sense to have it in there if it's not what we are recruiting for?</div><div>Commented [BJ4]: Same here – is it not better to remove, or are you certain this will become part of the role?</div></div>

<div>Business Development<ul style="list-style-type: none">▪ Evaluate ideas for additional scope of work and additional opportunities for services and recommend to the client as appropriate.▪ Work closely with the Senior Contracts Manager on commercial development opportunities in line with our contract with the MOJ▪ Provide innovations and comparisons to market trends and forecast, advise clients accordingly.▪ Continued improvement across all aspects of catering and cleaning services through innovation and efficiencies.Contract Management<ul style="list-style-type: none">▪ Understanding the importance of managing a site and the services provided, including calculating the rewards and penalties of meeting/not meeting KPIs.▪ Ensure the contract is being delivered in a cost-effective way for the client and Sodexo.▪ Responsible for departmental budgets in line with Sodexo baseline parameters▪ Proactively manage the quality of service and introduce innovations in line with market trends and Sodexo initiativesFinancial Management<ul style="list-style-type: none">▪ Management, reporting and monitoring of performance and accounts to ensure control of spending and budgets.▪ Forecasting and budgeting, and preparing month-end reports for clients and Sodexo.▪ Ensure that all costs and expenditure are within the budgeted levels agreed between the Client and Sodexo.Service Delivery<ul style="list-style-type: none">▪ Assume full responsibility for the management of soft services against the contracted scope of works. Help Develop the team as a manager supporting the senior management team, residence, FM, Catering Provision and Cleaning.▪ Reporting on SLAs and delivering action plans to ensure that SLAs are met/exceeded.▪ Support Catering Manager in the planning of site events (Christmas, Religious Festivals and Special Diet needs)▪ Day to day supervision of the Stores and Catering Teams, potential for Laundry and grounds teams too.▪ Supporting Catering Manager / Team Leader with the daily running of catering dept and house block serveries▪ Development of a soft services improvement plan for each service.▪ Work closely with the FM team to build resilience and knowledge▪ Work with the Hard FM and sustainability leads to produce monthly waste reports and efficiencies as part of our BTP.Compliance, Environmental, Health & Safety and Risk Management<ul style="list-style-type: none">▪ Managing vendor compliance in line with Sodexo's procedures.▪ Understanding of when it's necessary to seek advice and consult for technical expertise to ensure the correct procedures are followed.▪ Managing compliance, including standard operating procedures, purchasing, statutory requirements (health and safety).▪ Comply with all Company & Client policies, site rules and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness and COSHH. This will include your awareness of any specific hazards in your workplace and training of staff.▪ To assist in auditing▪ Delivery of continued safety awareness to all staff and engage in bi-weekly positive safety conversationsPeople Management/Leadership</div>

- People resource management - including coaching, development, and employee engagement.
- Responsible for the leadership of all soft services employees including effective resource management, recruitment, induction, PDRs, development, coaching and performance management. Utilisation of Focus on Five engagement plan
- Ensuring that HR procedures are followed and ensuring any people-related problems are dealt with in line with policy and procedure.
- Arrange & attend monthly & quarterly review meetings with Managers of all Sub Contractors

- 6. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organisation; they should focus on end results, not duties or activities.
- Ensure that the Company's accountancy documentation and administration procedures are carried out to the Sodexo Way Compliance Standards
 - Ensure that all costs and expenditure are within the budgeted levels agreed between the Client and Sodexo. Control all costs such as labour, expenses, cash purchases as agreed with line manager.
 - Comply with all relevant sections of the Quality Assurance Audit and to complete routine audits at a frequency as indicated in the "Unit Activity Calendar".
 - Deliver consistent and improved quality of Soft Services.

- 7. Person Specification** – Indicate the skills, knowledge, and experience that the job holder should require to conduct the role effectively
- Excellent communication and negotiation skills
 - Excellent people management skills, clear thinker with the ability to flex to the demands of the role
 - Holder of suitable Catering Qualification relevant to the position
 - Knowledge of HACCAP (desirable)
 - Good understanding of services involved
 - Good administrative skills
 - Track record of success with strong client relationships
 - Good financial acumen, ability to work to a budget.
 - Ability to understand data, spot trends and prepare reports.
 - Ability to build strong relationships with customers and manage their expectations
 - Proven strategic thinker with ability to facilitate change where necessary

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
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	