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Job Description:   
General Services Manager

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| Function: | | | | Management of Site FM Services | | | | | | | | |
| Job: | | | | GSM | | | | | | | | |
| Position: | | | | General services Manager | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Cluster Account Manager | | | | | | | | |
| Additional reporting line to: | | | |  | | | | | | | | |
| Position location: | | | | Cork Bio (some travel) | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * To be responsible for an operating area and Leading a management team to ensure delivering against Key Performance Indicators * Act as the primary representative of Sodexo to effectively manage staff to ensure the delivery of both qualitative and quantitative results * Provide direction and expertise to the operation & delivery of soft services, to include, cleaning, security & food services * Motivate and Lead a high performing team to achieve their objectives | | | | | | | | | | | | |
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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 FY16: | €2m | |  | |  |  |  |  |  |  |  | |
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|  | | * Ensure full compliance of staff on pharma site carrying out GMP Activities * Complete the Unit / Sodexo budgets and forecasts. * Protect the company’s profit by delivering your Sodexo budget each month. * Generate the billing and maintain high quality records. * Ensure cash, stock, debt and assets are properly controlled * Select, recruit and induct the right team. * Develop your people and ensure succession planning. * Measure the performance of your people by giving feedback and reviewing and completing appraisals. * Communicate regularly – monthly face to face team briefing/meetings. * Ensure the delivery to the service standards agreed in the contract with your client (cleaning, security, food). * Attend monthly formal review with the client and Quarterly Reviews. * Be proactive in overcoming barriers to success. * Provide feedback on how we can improve our performance. | | | | | | | | | | |

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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. |
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| **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. |
| * Ensure the “service” at point of delivery in cleaning security, food is exceeding the standards required and the customer is receiving the best quality service at all times. * Effectively communicate with your Management team on a formal and structured basis to ensure that information is cascaded. * Act when there are failures in compliance or initiatives and investigate the reasons behind these and address to build and develop performance * Check and review all audits e.g. Safegard, SIA,/ Secure, Food service and cleaning, Unit Business Health Checks & Action Plans ensuring completion within the agreed timescales and ensure that actions are delivered against the relevant procedures * Network accordingly to gain subject knowledge by attending monthly Governance meetings * Hold your team accountable for delivering on established key objectives, if objectives are not met performance management procedures to be followed. * Set targets & objectives with your Business Managers and team on a regular basis and review these in line with the Performance Development Review process * Complete an annual Performance Development Review and review 6 monthly with all your Managers and staff * Coach & mentor your Managers |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * P&L reports * Labour productivity management * Client satisfaction * Business Plan actions * People Management * Internal compliance standards * Ensure all sodexo staff working on the site are complaint with training in our clients quality systems * Health & Safety Compliance Comply with Sodexo and statutory regulations relating to Safe Systems of Work, Health & Safety * Ensuring Contractual KPI and SLA /MSA Compliance. * To deliver a consistent level of service, within Sodexo's standards, to the contract specification and agreed performance, qualitative and financial targets. * To be agreed with appraisal performance KPI’s to be monitored as part of performance review and appraisal process. |

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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. |
| * Ensure Health and Safety compliance with policies, systems and procedures in place for-   + Standard Operating Practices   + Quality Management systems   + Good Manufacturing Practices (GMP)   + Risk assessments   + Safe systems of work   + Control of contractors   + Site induction programme   + Tool box talks   + Permit to work systems   + Sodexo corporate initiatives are implemented * Ensure adequate control and monitoring is applied to all finance activities undertaken. * Contribute to the overall management of the business, develop good relationships with all persons/parties associated with Sodexo’s undertakings either externally or internally. * Comply with the procedures as laid down within the Sodexo HR Manual or as advised by the management team and Human Resources Manager. * Manage a team to increase the Client and Sodexo’s revenue opportunities i.e., cash sales, labour efficiency and generate the GOP expected at each account across the portfolio of business * Nurture client relationships in order to stabilise & develop them for long term partnerships |

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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**   * Proven track record managing large P&L – ability to budget forecast & understand contracts * Experience in a pharma environment with a good understanding of Quality management systems and GMP (Good Management Practices) * Experience in Managing & Operating in the Soft service industry, managing food, cleaning, security services * Strong communication, and negotiation skills * Excellent client relationship management * Experience working in a standards/compliance environment * Good knowledge of Microsoft Office and associated programmes * Must hold a clean driving license   **Competencies**   * Relationship Management * Understanding of Quality management * Strong Leadership * Strong negotiation skills * People skills & knowledge of HR policies and principles * Resilience * Planning and Organization * Results Orientation * Financial and Business awareness * Analysis and decision making * Continuous improvement   **Desirable**   * Broad commercial experience and business acumen and knowledge of external industry developments & Contract development models * H&S Qualification – IOSH   . |

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| 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 |  | |

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| 9. Management Approval – To be completed by document owner |
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