**EXPERTISE**

Job description

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| Function: | Service Operations |
| Position:  | Commercial Analyst- Hard FM Platform |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Commercial Manager |
| Additional reporting line to: |  |
| Position location: | UK & Ireland - London/Stevenage/Salford or Leeds with national travel |

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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Provide and maintain robust standard “Service Line” cost modelling and databases
* Develop Service Line Offers/Solutions and scenario planning examples
* To analyse the financial predictability and actual performance of our Technical Service Lines
* Analyse Service Line performances to identify risks and opportunities to feedback to the Subject Matter Experts for their action
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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. |
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| Characteristics  | * The role is responsible for cost modelling and benchmarking for all Hard FM Platform related Service Lines which currently include numerous Service Lines.
* Sodexo’s current UK and Ireland turnover is circa £1.3bn, of which approximately 20%relates to the existing business comprising Hard FM Services.
* Support will be provided to all Segments within Sodexo – including, but not limited to Corporate Services, Government and Agencies, Education, Healthcare, Justice Services, Sports and Leisure.
* In addition to developing Service Line cost models and databases, the role will support Sales functions within the Segments with provision of net cost to deliver for all Hard FM Platform related opportunities
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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. Please show the job titles not the actual people doing the role, i.e. Finance Manager, Project Manager |
| Commercial ManagerCommercial Analyst – Hard Services Platform |

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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. |
| * Prioritisation of duties as this is a new role with limited historical guidance with numerous competing de-mands.
* Designing new tools for all service lines in a consistent manor that delivers stakeholders requirements.
* Matrix management with numerous stakeholders throughout Service Operations and within segments, SME's, finance, operations, sales, estimators
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To build and maintain Service Line costing capabilities in conjunction with Subject Matter Experts, to include labour, materials, other direct expenses and any other attributable costs
* To develop and own benchmarking capabilities (incl tools and assumptions) from existing and new business opportunities
* To proactively provide options and scenario planning analysis, including regional, geographical, internal hygiene factors and market variances for each Service Line
* Support the understanding of synergies driven by offering multiple services
* Deputise for Commercial Manager when required
* Ensure best practise, robust commercial standards are established and promoted at all times
* To contribute to the success and profitability of Sodexo
* Promote the managing and negotiating of Health & Safety risks
* Partake in and promote the staff EPA process
* To maintain and develop internal and external client relationships
* Attending meetings, provide reports and liaise with all stakeholders on commercial analysis matters
* Review, analyse and challenge the Service Line development and deployment models as completed by the Subject Matter Experts and review quarterly for reporting purposes
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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. |
| * All hard Service Lines have robust financial models in place which are reviewed quarterly with each Service Line Design Manager and refreshed accordingly based on the data received
* Good Corporate Governance
* Competitive standard costing implemented
* Providing robust scenario planning and benchmarking capabilities
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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* Degree level education or accountancy qualification
* Excel skills
* Good communication skills
* Proven project management skills with the ability to work on multiple projects simultaneously
* Attention to detail and high levels of accuracy
* Disciplined with a strong orientation towards processes and procedures
* Self-starter and ability to operate at all levels (from site level to senior management)
* Hard FM commercial/operational experience or operational/commercial experience
* Understanding of direct labour resource within the Hard FM platform in terms of market cost
* Understanding of how efficiency can be achieved/optimised within a Hard FM environment with regard to fixed site resource and mobile resource
* Understand the paradigm which drives decision making around fixed/mobile resource
* Understand how a Hard FM supply chain consolidates and interfaces with direct delivery for strategic/specialist/local generic service providers
* Understand the differentiation between Hard FM suppliers and Hard FM service providers and how to migrate suppliers to value added service provision

Desirable* Understanding of contract types within the contracted facilities management industry
* Understanding of marketing requirements
* Knowledge and experience of change management (whilst may not necessarily be responsible for delivering the change, will undoubtedly have a role in driving the change and certainly need to quantify the impact of change)
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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 / Quality of Services provided
 | * Commercial Awareness
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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