

Job Description: Cleaning and Security Development Manager

Function:	Service Operations
Job:	Service Operations – Soft FM Platform
Position:	Cleaning and Security Development Manager
Job holder:	
Date (in job since):	To commence 1 st September 2017
Immediate manager (N+1 Job title and name):	Soft Platform Bids & Mobilisations Lead
Additional reporting line to:	Head of Cleaning & Head of Security
Position location:	Home based with UK&I travel

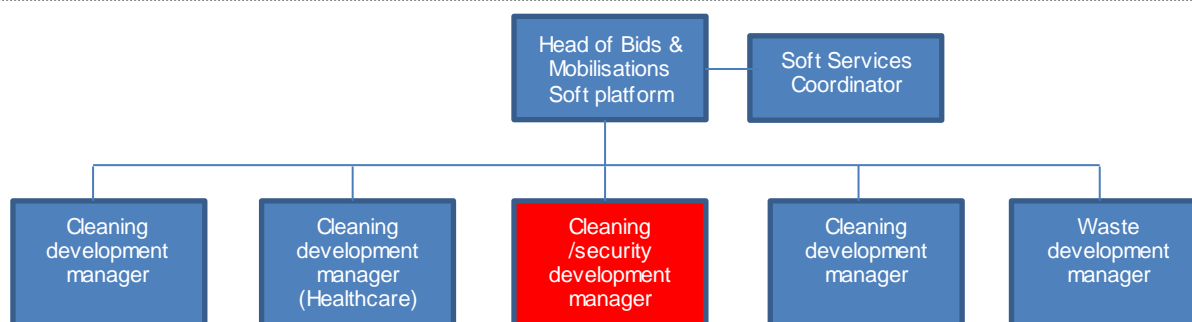
1. Purpose of the Job – State concisely the aim of the job.

- To work effectively as part of a team of experts within the Sodexo soft FM platform to deliver the best of Sodexo within bids and mobilisations.
- To maintain cleaning expertise and utilise this knowledge to support growth through creating quality solutions, integrated with other service lines, delivering predictable quality and cost.
- To maintain security knowledge in line with the private security industry, understand electronic security innovation and where this can be best placed with our clients
- To work flexibly across the soft FM platform to provide expertise to service design, deployment and innovation work streams.
- To cultivate and develop relationships with professional family to embed standardised ways of working throughout the region.
- An advocate of the Soft FM platform team upholding Sodexo's values and Health & Safety culture

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 FY18:	€tbc	EBIT growth:	n/a	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	n/a			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	n/a						
		Cash conversion:	n/a						
Characteristics ▪ Add point									

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.



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.

- To understand cleaning & security and its integration with other service lines to drive the best solution for the opportunity underpinning segment strategies.
- To utilize time efficiently and work as part of a team to support the mobilisation and change team to deliver seamless mobilisations adhering to Sodexo processes.
- To ensure cleaning & security expertise (including market knowledge) is maintained utilizing this knowledge to position Sodexo as the leaders within the markets identified by segment strategies.
- To monitor and understand key pieces of legislation that Sodexo operations need to comply with. Work with professional family to ensure compliance across the business.
- To have a good understanding of working shift patterns and whenever possible align shift patterns to the Sodexo security model
- To have a good understanding of security risk and the impact of changing labour or technology when solutions are being designed
- To manage business priorities to ensure the soft FM platform benefits from cleaning & security expertise within the service design, deployment and innovation work streams
- In conjunction with supply chain management ensure the cleaning & security supply chain meets the business requirements enabling Sodexo to grow through the developing of solutions delivering predictable quality and cost
- To challenge with humility the soft FM platform team and similarly expect this role to be challenged to ensure it is meeting the business requirements.
- To work collaboratively with professional family to represent cleaning & security across the business through standardized practices
- Identify and raise risks/issues through appropriate channels
- Assess and challenge how to continuously improve our ways of working

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

- To develop and deliver solutions of predictable quality and cost through integration of service lines and standardized market leading practices.
- To adhere to and use the tools available to support the business in bids and mobilisations i.e. IFM solution centre, BidNet, mega-processes.
- To manage work priorities effectively to maintain engagement; highlight issues/risks through appropriate channels.
- To understand the business priorities and requirements and how the cleaning / security service aligns.
- To maintain caliber of expertise in order to play an integral role in service design, deployment and innovation work streams
- To work as an effective team player with other experts to challenge current solutions, mobilisations and working practices to continuously improve and learn from each other within an inclusive culture.
- Engage and communicate with the cleaning & security professional family and others across the business to ensure we are competently and effectively articulating the cleaning & security service internally and externally.
- Provide competent advice and assistance on cleaning & security issues across the business through appropriate channels.
- Play a supportive role in the cleaning & security development programme.
- Adhere to health & safety, environmental and other governance requirements.

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.

- To maintain and utilize expertise to develop and deliver solutions of predictable quality and cost
- To work as a team (and wider professional family) to deliver seamless mobilisations
- To play an integral role in service design, deployment and innovation work streams
- To work collaboratively with professional family to represent cleaning & security across the business through standardized practices

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- A good understanding of cleaning & security, through qualifications (BIFM Level 4, BICSc assessor, ISSA ICE) or equivalent and work experience.
- Knowledge of the cleaning & security industry
- Experience of selling services within a fast paced, multi-faceted sector
- Ability to establish and maintain good working relationships at all levels
- Ability to present and write technical information to a non-technical audience
- Knowledge of costing strategies and working within a commercial/sales environment
- Experience of translating commercial models into working documents
- Demonstrate good organisational skills and ability to balance conflicting priorities
- Self-motivated and able to motivate others
- Tenacity and determination to get the job done

Desirable

- Experience of active membership of a relevant professional body i.e. BIFM, IPSCA, Syl, BICSc, AHCP
- Analytical and data management skills
- Competence in language(s) other than English – e.g. French, Spanish, Portuguese, Polish

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	▪ Commercial Awareness
▪ Rigorous management of results	▪ Innovation and Change
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version	1	Date	04.07.2017
Document Owner	CAM		