

# Job Description: SMS Project Trainer / Coordinator.



|  |                                   |
|--|-----------------------------------|
| Function:                                      | Service Operations                |
| Position:                                      | SMS Project Trainer / Coordinator |
| Job holder:                                    |                                   |
| Date (in job since):                           |                                   |
| Immediate manager<br>(N+1 Job title and name): | TBC                               |
| Additional reporting line to:                  |                                   |
| Position location:                             | Flexible                          |

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

- To support the Site Management System (SMS) regional deployment by coordinating the deployment plans and activities across all segments.
- Work with segment superusers to support operational teams use SMS applications
- Co-ordinate activity with project team including regional deployment manager IS&T and FM Deployment team.
- Deliver post empowerment support sessions so that segments and contracts are fully supported throughout their roll out to achieve the benefits of SMS.
- Provide high quality reporting support for presentations of results and progress to Control Towers Governance meetings and Programme Board
- Deliver support training sessions on each application

## 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<br>FY13:                  | €tbc | EBIT growth:       | tbc | Growth<br>type: | n/a | Outsourcing<br>rate:        | n/a | Region       | Workforce | tbc |
|                                   |      | EBIT margin:       | tbc |                 |     |                             |     |              |           |     |
|                                   |      | Net income growth: | tbc |                 |     | Outsourcing<br>growth rate: | n/a | HR in Region | tbc       |     |
|                                   |      | Cash conversion:   | tbc |                 |     |                             |     |              |           |     |
| 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.

- Understanding segment priorities and challenges is a key enabler to the successful roll out of the SMS programme.
- Supporting segments throughout their deployment phase is a critical success factor in the roll out of the SMS programme
- SMS is a key change to the way the business operates, driven Service Operations, as it drives standardization across segments and countries encompassing the solution and contract design, solution mobilization and contract management phases.
- The main challenges faced by this role within the team are:
  - Interface with diverse stakeholders within the platform to optimize the resources and have a consistent approach to the segments
  - Ability to convince and empower the operations teams to apply SMS standards
- Understand where the value is created by SMS and focus attention on these areas through full deployment. Pay particular attention to resource allocation.
- Analyse reporting to track the value that is created from SMS.
- Support to deploy agreed SMS project plan

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

- Work with segment Superusers and Operational teams to deploy SMS in the UK&I business.
- .
- Working with SMS Champion and Global SME to co-ordinate the deployment programme for segments.
- Drive the empowerment of the operations teams within the segments on all SMS selected processes and tools.
- Support a network of SMS super-users and site champions to facilitate the deployment of the ways of working
- Follow project plan specific to each site
- .
- Track, monitor, consolidate and report SMS deployment effectiveness KPIs and performance progress results
- Develop a community of subject matter experts within the Region to optimize lessons learnt from the initial deployment.
- .
- To support the development of successful business cases highlighting the benefits of SMS
- To promote SMS appropriate communication channels including SodexoNet, Cloud 9 etc
- To liaise with Global Expert Networks and the global SMS team. Interact (with the support of Global team) with other Regions to optimize lessons learnt.

**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.

- Coordinate the deployment of the SMS to an agreed number of sites in FY22/23 in line with segment priorities and deployment plan.
- 
- Co-ordinate strong and active communities of SME by service family to optimize lessons learnt from SMS deployment and best practices, develop SMS and boost innovations
- Contribute to improved employee engagement score in line with Sodexo strategy
- Contribute to moving from complex ways of working to simple ways of working by coordinating the deployment of SSF

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

- Experience of project management
- Experience of implementing learning strategies.
- Minimum 2 years multi-site and segment coordination experience
- Ability to liaise with supervisors, manager and senior personnel at all levels
- Experience of managing people and giving clear direction through periods of change
- Experience of working successfully with accrediting and regulatory bodies and implementing associated programmes.
- 
- Experience of major project deployment

## 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  |                                  |

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

|                |              |      |  |
|----------------|--------------|------|--|
| Version        |              | Date |  |
| Document Owner | Jane Farrell |      |  |

**10. Employee Approval** – To be completed by employee

|               |  |      |  |
|---------------|--|------|--|
| Employee Name |  | Date |  |
|---------------|--|------|--|