

Job Description:

General Services Manager

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| Function: | Operations, Corporate Services, Pharma & Life Sciences |
| Position: | General Services Manager |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager: | ROI J&J Account Manager |
| Additional reporting line to: | N/A |
| Position location: | J&J Vision Care Limerick |

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| 1. Purpose of the Job – state concisely the aim of the job. |
| * Provide strategic leadership to the site & contract in order to deliver significant business growth.
* Be an ambassador for Vested Contract behaviour on site and ensure that Vested behaviours are displayed by all members of the team.
* Point of escalation and issue resolution for all issues on site.
* Pro-actively develop and build the Client relationships at site.
* To implement and maintain business improvement, process standardisation and improvement in all areas.
* To provide thought leadership on all IFM service delivery and act as an SME for service delivery of a total IFM offer.
* Responsible for delivery of business targets and maximising the profitability of the contract and deliver the required results.
* Liaison and co-ordination with in country & regional management and operational teams.
* Lead, develop, manage and motivate a high performing team to the agreed standards ensuring that the Client receives services of the highest quality.
* Support the ROI operations lead in the development of business strategy in line with current and emerging Client needs.
* Responsible for the day to day delivery of services to Johnson & Johnson in line with a consistent approach across the ROI.
* To actively work across the ROI with other site leads and as part of our ROI operation.
* Interface and collaborate with the country team and SME’s.
* Ensure a safe, compliant environment for our teams and customers by ensuring processes are followed and gaps identified and escalated to resolution.
* Ensure consistent and effective governance at each site vs agreed Vested Contract criteria.
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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 FY18:** €3.2m**Service lines:** Catering, Cleaning, Security, Light Duty Maintenance, Landscaping**Direct reports:** 2**Site team:** 88**Location: Janssen Sciences Ireland, Ringaskiddy, Cork, Ireland**  |

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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, practice that are to be adhered to. |
| * Responsible for all operational problem resolution and issue escalation.
* Ensure forecasts are completed and track performance against budget taking appropriate actions to manage P&L in line with contract to maximise profit and control of costs.
* Measure KPI’s and service standards against agreed and obligated levels.
* Be an informed and authoritative point of contact for the key stakeholders at site to address any performance or operational issues.
* Full understanding of contractual MSA, LSA, guiding principles applicable to site under new Vested Contract agreement and delivery of content to site.
* Management of Health, Safety and Environmental Legislation relating to the building portfolio ensuring that: all statutory requirements and Sodexo policies and process are met; all associated records are maintained up to date; and with all relevant staff are trained and aware in its requirements and operation. In addition to foster and set goals that drive the QEHS culture for staff towards proactive rather than reactive systems.
* To work collaboratively with all central teams/SME’s to ensure a standardised, consistent and compliant approach is implemented in all service lines across all sites within micro region whilst delivering a fully compliant operation to our client.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| Key responsibilities and activities include the following:**Client and Contract Management*** Develop strong relationships with day to day Clients.
* Continually look to implement new initiatives within operations demonstrating forward moving business innovations to Clients.
* Proactively lead the management and application of the Sodexo, J&J and Vested Contract processes.
* Ensure all site adhere to Vested Contractual obligations for review and governance meetings.
* Build strong understanding of service offers within Sodexo drawing upon Service Operations if needed and working with site leads to mobilise service solutions to our Clients.
* Role model Vested Contract behaviours to improve engagement and success.

**EHS & Quality*** Ensure all legislative and Company required health and safety policies, processes and records are adhered to and monitored.
* Escalation of any non-compliance or weakness in procedures to Line Manager and EHS support function.
* Ensure all required site specific method statements and EHS documentation are in place prior to commencement of works and inspecting the works on completion to ensure all duties have been carried out the contractor’s contractual obligations.
* Create and review permits to work, GMP permits, risk assessments, method statements, near misses and other associated EHS documents.
* Ensure all areas/services are audit ready and meet quality standards.
* Carry out daily/weekly EHS inspections and manage actions arising from the inspections.

**Financial Performance*** Carry out in depth reviews of sites finances at the end of each period and ensure action plans are put in place as required.
* Implementation of new innovations as required.
* Robust asset management and delivery of Capex forecasting using analysis on end of life and condition reports.
* Rigorous management of results and compliance to commercial terms.

**People Management*** Provide support to Team Leads to ensure work of teams is carried out and performed to standards, policies and procedures.
* Management of staff issues (e.g. attendance, conduct, capability and competency etc.) that are covered by HR procedures or local safety rules.
* Drive employee engagement on site.
* Mentor and support direct reports in Client management.

**Continuous Improvement** * Identify and make recommendations for to contribute to the continuous operational improvement of the IFM team.
* Continue professional development in order to be recognised as the expert in a specific maintenance area.
* Perform role related duties as requested by management.
* Identify and implement opportunities for business growth.
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| 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. |
| * All GOP and agreed Vested Contract commercial financial targets met or exceeded.
* Full compliance to QSHE across all service lines with ongoing proactive management of all risks within the business area.
* Support given to any audit on sites with fully tracked and effectively managed close out of actions.
* EQMS fully updated at all times.
* Updated employee engagement plans with employee engagement plans exceeded.
* Additional growth development where possible against current WLA.
* All operational efficiency targets exceeded (absence, sickness, labour, cash sales & stock levels).
* 100% Client retention
* Deployment of the Vested Contract in line with the deployment milestones and programme.
* Ensure that Sodexo are perceived by the local site Client as delivering value.
* Ensure that all members of Sodexo team understand and behave in accordance with the Vested Contract guiding principles.
* Services are delivered to the required levels with service excellence as standard.
* All services delivered within agreed budgets with savings achieved, innovations and initiatives appropriately captured in the change control process.
* A stable and fully integrated team on site with multi skilling at all levels where possible.
* Site is recognised by Client and Sodexo as a benchmark for service excellence and best in class.
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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 experience in managing large site with multi-disciplined teams.
* Exceptional Client relationship management skills
* Development of commercially viable solutions based on rigorous techniques to understand Client and contractual needs.
* Ability to manage multiple workloads and shifting priorities in a fast passed dynamic environment.
* Ability to interpret and utilise complex and varied financial and commercial information.
* Excellent interpersonal skills and ability to communicate effectively with customers, Clients and employees at all levels.
* Ability to achieve set standards and operate to performance criteria; for example health and safety, hygiene.
* Self-motivated and able to work on own initiative within a team environment.
* Proven track record of initiating and leading demanding business change programmes.
* Excellent communication, negotiating, influencing and facilitating skills.
* Challenges the status-quo, innovative, willingness and with a ‘can do & improve’ attitude.

**Desirable*** Experience of Hard and Soft FM contracts.
* Proven experience in managing P&L accounts in excess of €1.5m.
* Facilities, Engineering, Technical or Business qualification.
* Experience in a pharmaceutical industry or large Blue Chip company.
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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 | Rigorous Management of Results |
| Leadership and People Management  | Innovation and Change |
| Brand Notoriety | Commercial Awareness |
| Business Consulting | Employee Engagement |
| Impact and Influence | Creative Problem Solving |
| Quality Focus | Organisation and Planning |

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| 9. Management Approval – To be completed by document owner. |
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| **Version** | 2 |
| **Date** | 19/09/18 |
| **Document Owner** |  |

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| 10. Employee Approval – To be completed by employee. |
| This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.I can confirm I have read the full content of my job description and understand the requirements of this role:

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| **Employee Signature** |  |
| **Date** |  |

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Version: 27-03-2014