

Job Description:
Soft Service Manager

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| Function: | Operations |
| Job:  | Business Manager – Small  |
| Position:  | Soft Service Manager – West and Wales  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Regional Business Manager, West  |
| Additional reporting line to: |  |
| Position location: | No Fixed Location |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * The overall accountability and responsibility for the day to day management, co-ordination and control of all contract activity within designated region, as set out in the contract service specification, work package C
* To actively promote and maintain a positive health, safety and wellbeing culture within designated contractual region
* Responsibility for rigorous management of regional P&L account
* Lead, develop, manage and motivate a high performing team to the agreed standards ensuring that the client receives services of the highest quality
* To maximise the profitability of the contract and manage costs effectively
* Act as the operational interface between the client(s) and the Account Manager/Director (or equivalent)
* Manage the onsite client and Sodexo services and teams to deliver the agreed SLA and standards, acting as Sodexo primary representative on site
* Provide direction and expertise to the operating area by promoting Sodexo strategies and best business practices in order to uphold the company mission and values
* Ensure that statutory requirements and company policies and procedures are followed and deadlines are met
* Build long-term relationships with local customers and client representatives that add value and are based on mutual trust
* Support the account manager/director (or equivalent) in the development of business strategy in line with current and emerging client needs
* Contribute to and maintain sector and account development plans, as well as supporting the change management process and associated Service Levels Agreements (SLAs) ensuring risks are mitigated
* Drive innovation and continuous improvement of people, systems, processes and services
* Support the business development and regional management teams to identifying opportunities with other clients to maximise profit and growth
* Embracing the principles of Collaborative Business Relationships (BS11000), in line with Sodexo’s vision and values
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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 FY21 | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Add point
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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. |
| * Working in partnership with multiple internal and external stakeholders, including client and key customer representatives, across multi-sector public service departments
* Large regional area, requiring an effective combination of remote and face-to-face leadership
* Compliance to both Sodexo standards and client standards, codes of practice, and – most importantly – safety procedures, particularly within volatile probation related sites
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Full accountability of all designated sites including operational service delivery, financial management, client relationships, compliance and people management
* Have a strong understanding of all service offers contained within the client contract specifically Catering, Security, Cleaning and other soft services.
* Understand and adhere to Sodexo contract compliance policies and procedures
* Carry out regular performance review meetings with the Customer and Client.
* Proactively focus on talent development within their defined team, and for themselves
* Maximise the profitability of the operation by managing costs and increasing the sales through the development of an agreed budget and business plan
* Ensure that Sodexo accountancy, documentation and administration procedures are delivered to the required contractual specifications
* Effectively utilise systems such as Right Time reporting, UDC payroll, Service Trac, Sharepoint and Teams.
* Ensure that stock is managed and controlled effectively within defined business area
* To ensure adherence to all statutory regulations and Sodexo policies concerning employees and workers
* Interpret financial reports to influence local decisions and improve performance
* Implement any actions arising from audits, escalations, amendments to contract and drive continuous improvement, where appropriate
* Work alongside RBM to instigate plans to ensure delivery of corporate responsibility and social value within region.
* Demonstrate, encourage and lead by example on making use of social media platforms available to champion activities and good work within defined business area
* Live the Sodexo values, promote brand standards as an ambassador, and exhibit/role-model pro-social behaviours
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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 assigned projects successfully delivered within agreed timeframe, and to a high standard
* Area operates as a ‘centre of excellence’ across all service lines
* GP margin is maintained and improved
* Employee turnover is kept below 15%
* All services are delivered fully in line with commercial expectations
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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*** Previous experience of operational, multi-service management in a similar environment
* Demonstrable experience of effective remote people management
* Ability to interpret and effectively utilise financial and commercial information to the benefit of the account, the client, and the overall segment
* Proficient in the use of mainstream Microsoft Office packages, including Word, Excel, Teams, and Outlook
* Excellent numerical, interpersonal and verbal/written communication skills
* Able to manage own time effectively, amid competing business demands, within a fast-paced operational area
* Full clean UK driving licence.
* **Desirable**
* Level 3 food safety
* IOSH managing safely Qualification.
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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 | Leadership & People Management |
| Rigorous management of results | Innovation and Change |
| Brand Notoriety |  Employee Engagement |
| Commercial Awareness | Learning & Development |

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| 9. Management Approval – To be completed by document owner |
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| Document Owner | Gemma Wright |

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