

Job Description:
Account Coordinator

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| Function: |  |
| Job:  | Account coordinator  |
| Position:  | **Account coordinator**   |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Account Manager |
| Additional reporting line to: |  |
| Position location: | Leeds |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| Reporting to the Account Manager role, the Account Coordinator is responsible for the tactical (day to day) delivery of account services, the relationship with the customer and suppliers and the facilitation and coordination of the interface between the customer/suppliers and the Sodexo functional (delivery) teams. This role will operate across all Client Services clients therefore excellent organisational and planning skills are a necessity |
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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. |
|  | * Support the Account Manager in delivering excellence service to clients
* Detailed knowledge of different client processes and business rules
* responsible for the communication and stakeholder management activities associated with running the account, including developing material for internal and external newsletters, articles, case studies, operational messages (e.g. process changes), web content, awards submissions and reports. Providing technical advice and guidance to the client
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Draft. Version: 27-03-2014

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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 with various clients to resolve issues
* Understanding different client needs
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Positively influence and work with client representatives and operational teams to develop a culture of improvement and change
* Understand, interpret and implement client requirements
* Develop compelling business cases for change, articulating benefits to the client around performance, customer satisfaction and commercial contexts
* By close management of customer requirements, ensure the change management process delivers optimal revenue for Sodexo and demonstrates a value for money client offering
* Manage the change process ensuring all developments are scoped, approved, developed, tested, communicated and rolled out to the business following best practice ideologies
* Proactively build and manage relationships with client and supplier groups, ensuring Sodexo’s profile and reputation is upheld and enhanced
* Manage stakeholder communication
* Drive a change culture that engenders teamwork across the Sodexo functional teams
* By liaising with relevant function heads, manage the continuous improvement process
* Define and manage a benefits realisation process
* Lead tactical reviews with the client and suppliers to review CAFM performance and make recommendations to improve operational efficiency
* Act as deputy for the Account Manager as required
* Day to day client contact for business as usual enquiries
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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. |
| * A clear, well defined, agreed and prioritised programme of change is in place, which provides for Sodexo revenue growth and value-add services for clients
* Change projects are managed in accordance with time, cost and quality targets agreed at initiation
* A culture of continuous improvement delivers an innovative product set and compelling market offer
* Stakeholders are kept informed about the change programme and feel included in the change process
* Regular, proactive contact made with client
* account
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * A proven record in delivering change programmes, preferably FM related
* Experience of the managing agent / integrator model
* Proven facilitation skills
* Experience of building strong client relationships
* Effective communication, interpersonal and influencing skills
* Ability to influence outcomes, overcoming barriers to change
* Flexible and adaptable
* Highly organised, able to work with possible conflcting priorities
* Strong MS Office skills together with knowledge and first-hand experience of CAFM systems
* Strong report writing ability with demonstrable experience of producing compelling business cases
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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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| **Competency** | **Key Areas** |
| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Focusing on client and customer
* Strategy and implementation
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| * Rigorous management of results
 | * Business and financial acumen
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| * Innovation and Change
 | * Intellectual agility and eagerness to learn
* Personal and influencing skills
* Driving for change
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| 9. Management Approval – To be completed by document owner |
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| Version | 2.0 | Date | June 2017 |
| Document Owner | JR |

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