

Job Description:
Services Manager 2

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| Function: | Operations  |
| Position:  | Services Manager 2  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Account Manager |
| Additional reporting line to: | None |
| Position location: | Regents Park, London |
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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 Defence activity on site, as set out in the contract Schedule of Requirement (SOR) and operational manuals, across the designated contract and affiliated sites.
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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 FY13: | €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. |
| * Maintain and develop a positive working culture and environment for Defence employees through sound leadership, effective communication and delegation.
* Management of client relationships and expectations. Maintain formal and informal communications with Clients and Customers
* To manage all aspects of Health & Safety, Environment and Quality Assurance.
* Company Compliance. To ensure that the company/contract accountancy, documentation, audits and administration procedures are carried out to the company standard.
* Legislative compliance. Ensuring that all aspects of the business are conducted in accordance with all relevant statutory requirements and Codes of Practice.
* Have full control over the profit & loss account, including the proper control of costs and resources.
* Optimise sales, marketing and opportunities for organic growth of services.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Financial Management*** Ensuring all financial and trading deadlines are met to ensure accurate and compliant budgetary and financial control.
* Effective P&L management of the contract to deliver budget. To include but not limited to:
	+ Review actual performance against budget with management team and create action plan to correct any shortfall identified.
	+ Identify and implement new ideas and innovation within the contract subject to a CBA and approval.
	+ Implement improvements to service provision by evaluating and reviewing traditional methods and working practices.
	+ Preparation of accurate monthly forecast, financial reports and commentaries for the Contract.
	+ Implementation of Amendments
	+ Timely preparation and submission of AG173s and Local Credit and where applicable Cash Management.
	+ Debt Recovery
	+ Responsible for I&E accounting procedures (where applicable).

**Contract/Company Compliance*** Continuous review of the SOR against delivery to ensure no contract “creep”.
* Identify amendments and mange process with Account Manager
* Ensure authorisation is obtained from Account Manager prior to undertaking any additional services.
* Implement action plans to close out any areas of shortfall identified in contract audits such as LSI, Safegard, and ISO.
* Ensure that policies, processes and procedures are being adhered to, such as, but not limited to Delegations of Authority.
* Maintain IIP and / or ISO standards.

**Catering Retail Leisure*** Effective delivery of PAYD within targets specified using company tools provided such as RoL.
* Drive retail sales through promotions and analysis of stats and epos.
* Effective delivery of Short Term Camps (STC) following contractual requests via the client

**Client/Customer*** Maintain and record daily formal and informal communications with Clients and Customers.
* Attend formal and informal meetings.
* Ensure Client requests are responded to in a timely manner, promoting Sodexo in a professional and business manner at all times.

**Human Resources*** Responsible for completion of PDRs for their team. Ensure line managers / supervisors carry out the same with their teams.
* Continually review and identify staff training and development needs in conjunction with PDRs and L&D.
* Performance management of employees within unit and where necessary involve HR to ensure compliance with Disciplinary Procedures.
* Ensure that recruitment procedures are correctly followed and that any recruitment is correctly authorised including security and immigration processes

**Other*** Correct use of all IT systems as set out in policies.
* Carry out other reasonable management requests.
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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. |
| * Improved employee engagement
* Maintain records of meetings and close out actions in specified times frames.
* Pass all internal and external audits
* Company Compliance
* Legislative Compliance
* Achieve budget and Defence KPIs
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Qualification or relevant experience in Business Management.
* Management knowledge of HSWA, IOSH and COSHH.
* Proven experience of managing long-term client relationships
* Proven track record of leading, managing and developing a team
* Proven ability to develop new business opportunities
* Must be able to demonstrate the ability to communicate effectively both verbally and in writing
* Computer literate
* Previous experience of relevant service
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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
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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