

Job Description:   
Customer Service Manager

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| Function: | | | | CS - IFM | | | | | | | | |
| Position: | | | | Customer Service Manager | | | | | | | | |
| Job holder: | | | | tbc | | | | | | | | |
| Date (in job since): | | | | tbc | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Claire Mansley Zone Operations Manager | | | | | | | | |
| Additional reporting line to: | | | |  | | | | | | | | |
| Position location: | | | | Macclesfield Lab Zone | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * To manage and control the services for the client to the agreed specification, performance, qualitative and financial targets. * Motivate and lead a high performing IFM team to achieve personal and business objectives that consists of   22 cleaners and facilities operators to ensure delivery against Key Performance Indicators.   * Foster long term relationships with customers and clients to maintain existing business and identify new opportunities. * Provide direction and expertise to the operating area by promoting Sodexo strategies and best business practices to uphold the Company mission 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 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. |
| Operations Manager  Customer Service Manager |

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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. |
| * AstraZeneca is a leading pharmaceutical Company with a strong focus on the research and development of new drugs. * To manage and control the services for the client to the agreed specification, performance, qualitative and financial targets. * Achieve optimum performance through effective performance management and good HR practice. * Foster long term partnership relationships with clients, customers and team to drive engagement and confidence. * Provide direction and expertise to the operating area by promoting Sodexo strategies and best business practices to uphold the Company mission and values. * Ensure all work orders are executed on time and to the customers satisfaction utilizing team and helpdesk system as appropriate. |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Deliver IFM ownership of designated areas, focused on delivering excellent customer service. * To be a single point of contact for client taking responsibility for total service delivery. * Comply with all relevant QSHE requirements, conduct audits and ensure training is delivered in a timely manner. * Comply with all Sodexo & client policies, site rules and statutory regulations relating to Health & Safety, hygiene, cleanliness, fire and COSHH. * Recruit, manage, induct, train, motivate and appraise staff (PDR) to promote good employee relations and operate within Sodexo procedures, legislation and the investors in people standards. * Ensure that all Sodexo employees project a positive, approachable, friendly and professional image. * Comply with the procedures as laid down within the Sodexo HR policies or as advised by the Human Resources Business Partner. * Initiate a process of continuous improvement initiatives |

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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. |
| * Provide excellent customer satisfaction and employee engagement * Ensure the prompt provision and efficient delivery of all services at the specified time to meet the standards laid down in the contract KPI's. * Ensure that the organisational documentation and administration procedures are carried out to relevant compliance standards and that the necessary weekly and monthly returns are completed accurately and transmitted at the appointed time or dispatched manually. * Ensure that all costs and expenditure are within the budgeted levels agreed between client and Sodexo. Control all costs such as labor, expenses, and cash purchases as agreed with the client. * Ensure that all services are costed and charged according to the terms of the contract. Obtain prior approval for expenditure to be committed on behalf of client that falls outside the agreed delegated powers. * Optimise a large and diverse workforce to deliver exceptional results regarding soft services. |

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| 7. Person Specification |
| * Minimum 3 years’ experience at a professional level with a proven track record of managing facilities management service soft service team >20 people including relevant HR applications (Essential) * Minimum 3 years technical experience using IT systems especially Microsoft (Essential) * Excellent communication, interpersonal, influencing and personal organisation skills (Essential) * Ability to multi-task and manage conflicting priorities in a calm manner during difficult situations (Essential) * Ability to use own initiative with a proactive and flexible attitude (Essential) * BICS, NVQ3 in relevant field or equivalent. Industry experience will be counted as equivalent. (Essential) * Minimum 1 years’ experience in FM/Pharma/Medical/Chemical industry experience. (Preferable) * High level focus and result orientated with a flexible and positive attitude to innovation and change whilst presenting an ongoing commitment to the success of the business. |

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| 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 | | * Rigorous management of results | | * Innovation and Change | | * Commercial Awareness | | * Employee Engagement | | * Leadership & People Management | |

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| 9. Management Approval – To be completed by document owner |
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| 10. Employee Approval – To be completed by employee |
| |  |  |  |  | | --- | --- | --- | --- | | Employee Name |  | Date |  | |