

Job Description: Workplace Manager



Function:	Operations, Quilter Account at Sodexo Corporate Services
Position:	General Services Manager
Job holder:	General Services Manager
Immediate manager (N+1 Job title and name):	Account Manager
Additional reporting line to:	N/A
Position location:	

1. Purpose of the Job

- To be accountable for day to day management of the onsite client and Sodexo IFM service delivery in line with the agreed SLAs and contractual requirements
- Act as the primary representative of Sodexo within the defined operating area by the effective management of all direct reports to ensure business deadlines and KPIs targets are achieved
- Ensure that health and safety is given the number one priority by delivering all Safeguard administration in advance of and during logistical operations and lead to maintain a positive safety culture amongst all Sodexo site based employees
- Manage delivery through service teams whilst promoting an ethos of team work to instil a culture of continuous improvement and service excellence
- To own the end to end customer experience of the sites users within area of responsibility
- Ensure adequate control and monitoring is applied to all finance activities undertaken to maximize the profit ability of the contract and manage costs effectively
- Act as the operational interface between the site client, Zurich Group Security & Property Services Governance and Sodexo Account Management team
- Provide direction and expertise to the operating area by promoting Sodexo and account strategies and best business practices in order to uphold the company mission and values
- Ensure that the sites are statutory, mandatory and contractually compliant, including site specific health and safety and welfare policies at all times for services delivered within scope, and robust and rigorous means of recording this are maintained and regularly reviewed, gaps identified and escalated to resolution
- Foster long term profitable relationships with client that add value and are based on mutual trust and partnership model to maintain existing business and identify new business opportunities
- Become a recognized people manager within the business and respected FM site lead
- Drive innovation and continuous improvement of people, systems and processes
- Support the Account Manager in the development of business strategy in line with current and emerging client needs
- Work in partnership with Account management team to deliver value adding services to the Client Organisation
- Interface and collaborate with service operations and transversal functions and subject matter experts to ensure value for money is achieved through robust management of suppliers and measurement of performance

2. Dimensions – indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY18:	Under £1m	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	Yes in country
		Net income growth:	tbc						

	Cash conversion:	tbc			
Characteristics	<ul style="list-style-type: none"> 100% dedicated role to lead the site level service delivery of the account Zurich London, The services include Integrated Facilities Management provision; catering and vending, hospitality & events management, cleaning, horticulture, pest control, helpdesk, reception, front of house services, security, Hard FM, waste and energy management, & mail, project management A highly client focused role, building relationships with multiple internal stakeholders 				

3. Organization chart

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4. Context and main issues – 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.

- Delivery & adherence to contractual obligations (including metrics & governance)
- Managing multiple priorities concurrently
- Delivering cost saving initiatives
- HSE Compliance & Risk Management
- Business Continuity
- Developing long term mutually beneficial Client Relationships
- Motivation and Engagement of Staff
- Financial & Budgetary control
- Flexibility & Agility to respond to customers changing business needs

5. Main assignments – the main activities / duties to be conducted in the job.

Growth, client and customer satisfaction

- Have a strong understanding of all service offers contained within the area of responsibility with a sound ability to draw upon Service Operations where appropriate include all aspects of an Integrated Facilities Management provision
- Support the account director, technical director and business transformation lead in the delivery of new services or projects
- Effectively contribute to the growth of services through evaluation, review and recommendations for additional scope of work and services to the client
- Sell additional services and increase revenue growth of the contract through integration, innovation and efficiencies within the full Sodexo portfolio.
- Build a full understanding of contract scope and form (e.g. payment mechanisms, procedures and variation control) and their importance when managing a site and the services provided
- Achieve and maintain the highest scores within the existing performance tool (KPIs) and monthly business reviews
- Ensure the contract operates within the commercial and legal terms and conditions of the contract and deliver to the SLA(s) and standards required
- Ensure the contract is being delivered in a profitable way and manage costs for the client and Sodexo
- Delivering cost saving initiatives reflecting business demands and client expectations

- Understand Sodexo contract compliance policies and procedures and ensure they are adhered to at all times
- Develop strong working relationships with on-site client(s) and Zurich Group Security & Property Services Governance team and operate proactively in line with the Clients for Life Philosophy to enhance client retention and customer satisfaction, gain referrals for new business and attract new clients and customers
- Utilise the Web of Influence to develop relationships with multiple tiers within the client organisation
- Carry out regular contract performance review meetings with the client

Rigorous management of results

- 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
- Maintain the standards and integrity of the service offers and Service Level Agreement at all times. Carry out a regular service audits and perform activities detailed in the service offer specification under Key Performance Indicators to frequency and level required
- Make commercial decisions in reaction to market changes to maximise revenue and discuss business performance with key stakeholders
- Utilise systems such as SAP reporting, UDC payroll and E-profit, Employee Self Service
- Ensure that stock is managed and controlled effectively
- Implement, maintain and communicate to employees the client, and Sodexo standards and statutory regulations relating to safe systems of work, health and safety, food hygiene and Company Quality Management system in order to ensure compliance is adhered to at all times
- Where relevant, ensure correct usage and cleanliness of equipment, reporting defects as required
- Where relevant, ensure maximum security of the site, e.g. kitchen, stores, office, safe and cash handling and adhere to all relevant Sodexo policies and procedures
- Process payroll in a timely manner and within company policy
- To ensure that all statutory regulations and Sodexo policies concerning the employees and casual workers are adhered to
- Have a broad understanding of all Sodexo risk, reporting and governance processes; ensuring compliance with all Sodexo, client and on-site policies and procedures/systems and statutory regulations and ensure that licences and qualifications are met and retained and consequences managed appropriately
- Ensure compliance with nominated suppliers in line with Sodexo policy (to gain best value market prices), labour management and forecasting performance against budget, audit controls etc
- Ensure that health and safety is given the number one priority by delivering all Safeguard administration in advance of and during logistical operations. Lead where appropriate, and take part in management and employee briefings to deliver safety information to include; Food Safety, Health and Safety, Fire Safety, First Aid and any statutory, client or venue specific safety requirements
- Liaise with other departments to ensure the right technology, systems & IT equipment is installed
- Ensure client and customer monthly billing and invoicing is carried out correctly and traded via E-prophit or associated systems in a timely manner (i.e. weekly/monthly)
- Interpret financial reports to influence local decisions and improve performance
- Ensure the risk register is completed and business continuity plans are up to date and can be implemented when needed
- Implement any actions arising from the risk register and drive continuous improvement
- Liaise with the central contract team to ensure quality assurance, best practice and compliance standards
- Ensure compliance with Unit Business Health Check, Safeguard audit, The Environmental Health Officer's inspection (EHO) and other audit measures
- Ensure the unit has a training and development plan to ensure that employees receive the necessary legislative training, on job training and career development activities to aid succession planning which are planned and recorded

Leadership and People Management

- Recruit, induct, motivate, manage, train and develop all employees following Sodexo HR policy and guidelines
- Manage employees using the Sodexo performance review processes, talent development and succession planning.

- Role model the focus on five behaviours to improve engagement, enhance performance and retain Investors in People accreditation
- Manage labour in line with productivity models, policies and procedures
- Build personal effectiveness in all situations
- Carry out operational shifts and support other areas of the business as required
- Continuous focus on the highest employee engagement and team positive safety culture
- Providing HSE monthly reports to reflect the safety performance on site

Innovation and Change

- Continuous professional development in industry/specialism
- Continuously seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards.

Brand Notoriety

- Promote Sodexo as the preferred employer, internally and externally, adhering to the Sodexo recruitment policies and raise the profile of Sodexo in local communities, building relationships with key stakeholders
- Promote the health and well-being of employees
- Live the Sodexo values and promote brand standards as an ambassador.
- Drive all aspects of service excellence across the business area including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards.

Planning and Organising

- Plan and prioritise workload and tasks effectively for self and others to minimise reactivity, maintain a work life balance and ensure the right number and calibre of personnel are allocated to logistics tasks

6. Accountabilities (KPIs) "What it will look like when you are doing the job well"

- Compliant delivery and performance of contracted services as measured through performance management systems and monthly management information reports
- Business is achieving financial objectives (profit and cost controls) in line with unit budget and business plans and delivering on-site services to the standards/SLA(s) in the contract. Commitment registers are being kept up to date, purchase orders raised and authorised appropriately, and business traded in correct period.
- Business, contract delivery and client risks managed in controlled and structured manner and service standards across the site are in line with or above client's expectations and reviewed on ongoing basis
- Continuous improvements are made to enhance the delivery of onsite services to exceed client's expectations
- Clients perceive and demonstrate satisfaction with services delivered, contract performance and Sodexo employees. High score of customer satisfactions from site FM services and customers maintained at all times
- High performing on-site team, demonstrated through the effective implementation of Focus on Five, Employee Performance Review (EPA & PDR), Personal Development Plans, talent processes and staff engagement surveys
- All operational audits are passed by the unit e.g. Safeguard and Unit business health checks
- High levels of client retention via demonstrably strong relationships built on mutual respect and trust
- Organic growth (client and sector) opportunities identified and converted
- Client retention and contract extension opportunities identified and converted
- Leadership of new bid opportunities in specific sector environments
- Recognised leader within the business and respected specialist in specific market sector
- Formal client and industry recognition (awards) for services delivery, innovation, continuous improvement etc
- Creation of internal networks and forums for sharing best practice at technical, business, sector and client levels
- High performing on-site team, demonstrated through the effective implementation of Focus on Five, Employee Performance Review (EPA) and talent processes and staff engagement surveys
- All operational audits are passed by the unit e.g. Safeguard and Unit business health checks Retention of

Investors in People Accreditation and high employee engagement

- Maintain high standards of appearance and personal hygiene

7. Person Specification – the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- Highly professional, proactive and driven operational manager
- Track record in managing teams in a high class, blue-chip environment multi-site IFM service portfolio covering Hard, Soft and Catering Services
- Excellent customer service, stakeholder management skills and people skills.
- Relationship builder and experience in working in a matrix delivery environment
- IT literate and financially astute
- A track record in managing people change
- High level of technology acumen
- Broad knowledge of multiple service lines and their benefit to an organization
- Management knowledge of health & safety and food safety
- Able to work on own initiative within a team environment
- Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
- Able to demonstrate attention to detail and adherence to standards
- Analyse problems analytically, develop opportunities and implement innovative solutions
- Experience of managing conflicting expectations of the client and consumer within one business area
- A passion for the Workplace and IFM industry
- Adaptable, resilient and forward thinking

Desirable

- Proven experience of developing profitable relationships
- NEBOSH general certificate
- Corporate member of relevant professional institution
- Proven track record of leading, managing and developing a team

Other relevant information

- Occasional travel and overnight stays will be required to undertake training and other business requirements
- To relieve and assist in other establishments in certain circumstances
- To attend meetings and training courses as requested
- 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

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

■ Client Growth and Customer Satisfaction	■ Innovation and Change
■ Rigorous Management of Results	■ Brand Notoriety
■ Leadership and People Management	■ Planning and Organising
■ Analysis and Decision Making	■ Industry Acumen

9. Management Approval – to be completed by document owner

Version	1	Date	January 2020
	Nicola Thompson		

10. Employee Approval – to be completed by employee

Version	1	Date	