

Job Description:
GSM

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| Function: | Operations |
| Position:  | GSM (Site Lead) |
| Job holder: | Replacement |
| Date (in job since): | n/a |
| Immediate manager (N+1 Job title and name): | Joanne McGrane |
| Additional reporting line to: | N/A |
| Position location: | Dublin |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| Responsible for managing the delivery of multiple services (Cleaning (GMP), Catering, BFM, Pest Control, Landscaping, Help Desk, Mail Room, Projects) at site level, ensuring outstanding service delivery at all times and exceeding Sodexo targets whilst maintaining compliance within business ops and health and safety. A people management person with excellent leadership skills, high standards of customer service and the ability to multi-task and thrive under pressure. Client relationships form a key part of this position, and is a fundamental requirement for the role. Main responsibilities include: * Comprehensive knowledge of GMAX contracts, finance and scope
* Performance management across teams and service lines, reporting and monitoring of performance.
* Financial management to ensure control of spending and budgets.
* Full responsibility for contract outputs and management of services against contracted scope of works.
* Full compliance in line with Sodexo and Pfizer policies and procedures
* Interfacing with Segment teams and Segment subject matter experts via a matrix structure.
* Cultivate a shared sense of identity among all Sodexo services on site.
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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 FY22 |  | EBIT growth: |  | Growth type: | organic | Outsourcing rate: | n/a | Region Workforce | yes |
| EBIT margin: |  |
| Net income growth: |  | Outsourcing growth rate: | n/a | HR in Region  | Yes |
| Cash conversion: |  |
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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. |
| * **Leading the Contract** – providing confident, visible leadership, ensuring standards are set and delivered, talent and resources are utilised optimally, client relationships are nurtured and developed and all opportunities for best practice and capability growth are leveraged.
* **Delivering on Financial and Operational Targets** – Ensuring that committed targets are met or exceeded and that costs and revenues are closely managed over the course of the financial years to ensure clarity on performance and provide the means to respond rapidly to any threats to financial performance. Measures include revenue growth, profitability and contract KPI’S and EHS targets.
* **Team Management** – Selecting, managing, engaging and developing highly performing and diverse operating teams, with right skills and capabilities
* **Client Relationship Management** – Engaging with Pfizer IFM Lead on a very regular basis and lead by example in providing contract/relationship management. Ensure Governance meetings are held monthly, and actions followed up.
* **Strategy and Planning** – Deployment of the account strategy and ensuring that effective plans are in place to deliver against strategy.
* **Delivery of Excellence in Risk, Compliance and Quality Management** – Ensuring the protocols, processes and capabilities are in place to deliver all technical/regulatory requirements for the safe and commercial on-going management of these specialist contract(s).
* **Drive a zero-harm mindset throughout the site –** Display a good level of complicity and compliance in line with Sodexo and Pfizer protocols, lead by example
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Central Team Liaison (in conjunction with Account Manager)*** To work collaboratively with the central team and central subject matter experts to deliver all contractual requirements to the client.
* Work with the central finance team, Contract and Client Relationship Manager to assist with the co-ordination of all financial and KPI reporting, budgeting and change management across the account.
* Work with the central subject matter experts to ensure a standardised, consistent and compliant approach is implemented for each subject area (e.g. HR, Communications, Operational Excellence, Technical Services, HS&E)
* Understand the requirements of central reporting on key functions to meet the agreed account wide objectives.
* Work with subject matter experts regarding initiatives, such as nutritional information in all catering facilities to ensure a standardised approach is implemented. (where applicable)

**Segment Liaison** * To work collaboratively with segment teams and subject matter experts to deliver all contractual requirements to the client.
* Work closely with the Contract and Client Relationship Manager and segment teams to develop a site support, coaching and information structure to ensure that the team (including self) get the right level of commercial and local support.
* Ensure clarity of understanding and application on KPI, other risks and potential rewards.
* Ensure that all country legislative requirements (including inspections) are carried out and dealt with in an appropriate manner.
* Work with the finance teams to ensure the co-ordination of all financial and KPI reporting, budgeting and change management across the account to meet the central deliverables.
* Liaise with country subject matter experts (in conjunction with relevant central subject matter experts) to ensure a standardised, consistent and compliant approach is implemented for each subject area (e.g. GXP, HR, Communications, Operational Excellence, Technical Services, HS&E)
* Jointly work with the segment teams and subject matter experts to ensure that Sodexo’s service delivery remains at an optimum level and work together to resolve any issues (e.g. staffing, HS&E, performance management)

**Business Development*** To implement and maintain business improvement and process improvement into all areas.
* Evaluate ideas for additional scope of work, additional services and recommend to the client as appropriate.
* Selling additional services and growth of the contract through innovation and efficiencies.

Contract Management* Understanding of contract scope and form (e.g. payment mechanisms and procedures and variation control) and their importance to managing a site and the services provided including the ability to calculate the rewards/penalties of meeting/not meeting KPIs.
* Ensure contract is being delivered in a cost effective way for the client and Sodexo.
* Ability to operate with complex clients and contract scope.
* Understanding of Sodexo contract compliance.

Financial Management* Preparation of contract level monthly P&Ls to show financial performance.
* Evaluate financial performance to develop action plans to improve financial performance.
* Management, reporting and monitoring of performance and accounts to ensure control of spending and budgets.
* Forecasting and budgeting and preparing month end reports for clients and Sodexo.
* Utilisation of SAP reporting.
* Management of age debt profile.
* Monthly billing and invoicing to clients.

Client Relationship Management* Effectively manage the client relationship including proactive measurement with the clients for life process for retention and customer satisfaction.
* Understand client expectations and needs regarding Regulatory Compliance for all services at site.
* Holding weekly and monthly Governance meetings with clients to review performance.
* Supporting Operations Directors in monthly client meetings to demonstrate and enhance management capability in the eyes of clients.
* Working with the subject matter experts to ensure the application of best practice.
* Understanding of Clients for Life process and methodology.

Service Delivery* To provide thought leadership on all IFM service delivery and act as a subject matter expert for service delivery for a total IFM offer.
* Assume full responsibility for contract outputs and management of services against contracted scope of works.
* Management of Asset using agreed processes, tools and systems.
* Compliant management of sub-contractors, third party suppliers.
* Ensure delivery of contract to agreed level of quality.
* Reporting on SLAs and delivering action plans to ensure that SLAs are met/exceeded.
* Share best practice with other sites within the contract to improve service and ensure consistency and alignment of activities.

Compliance, Environmental, Health & Safety and Risk Management* Ensuring that the risk related to new and existing services have been established, assessed and mitigated against.
* Managing vendor compliance in line with Sodexo's procedures.
* Ensures self and team are and remain aware, qualified and competent in relevant GMP and GDP aspects for relevant services at site – especially including all services directly affecting the clients own regulated activities (such as Goods Receiving, Sampling, Warehousing and Preparation for distribution of Raw materials and Finished Products, GMP Janitorial services etc.)
* Ensuring the Risk Register is completed and Business Continuity Plans are up to date and can be implemented when needed.
* Understanding of when its necessary to seek advice from subject matter experts and to consult them for technical expertise to ensure the correct procedures are followed.
* Managing compliance including standard operating procedures, purchasing, statutory requirements (health and safety).
* Implementing any actions arising from the risk register.
* To liaise with subject matter experts to ensure quality assurance, best practice and compliance standards.
* Ensuring that H&S procedures and standards and central H&S directives are being complied to, including ensuring that contractors comply with necessary standards.
* Deliver against the client’s site safety policies and sustainability strategies.

People Management/Leadership* Establish and effectively lead a highly capable team who will deliver against the strategic growth objectives.
* People resource management - including coaching, development and employee engagement.
* Responsible for the leadership of all employees including effective resource management, recruitment, induction, PDRs, development, coaching and performance management.
* Coaching team to find resolutions to problems and work more effectively.
* Ensuring that HR procedures are followed and ensuring any people related problems are dealt with inline with policy and procedure.
* Communicating corporate messages and information to the team and manage upward communications.
* Oversee labour management and ensure that this is being managed effectively.
* Understanding of Sodexo’s people polices and management tools.
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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. |
| * Delivery of financial objectives – profit and cost control
* Growth of profitable services at site
* Meet/exceed all contractual KPI and SLA’s
* Credibility within client organisation and industry; recognised as centre of excellence for service delivery within GSA
* High employee engagement levels through the successful leadership of a capable management team
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Experience in a Services leadership/management role
* Experience of delivering soft and technical services through a management team across one or more sites. GMP cleaning is desirable but not essential as training will be provided.
* Proven experience of managing a high profile, quality led P&L contract
* Experience of leading a site based and responsibility for budget and profitability
* Significant experience within a multi service line environment
* Experience of leading a local project management team
* Familiar with operational excellence techniques/philosophy
* Excellent relationship management at all levels
* Proven track record leading a team of well trained and engaged staff
* Ability to work as part of a team
* Excellent communication skills
* Soft Services qualification and/or experience
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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
 | * Rigorous Management of Results
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| * Leadership and People Management
 | * Innovation and Change
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| * Brand Notoriety
 | * Commercial Awareness
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| * Business Consulting
 | * Employee Engagement
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| * Impact and Influence
 | * Creative Problem Solving
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| * Quality Focus
 | * Organisation and Planning
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| 9. Management Approval – To be completed by document owner. |
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| **Version** | 1 |
| **Date** | 12/01/2022 |
| **Document Owner** | Joanne McGrane |

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| 10. Employee Approval – To be completed by employee. |
| 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.I can confirm I have read the full content of my job description and understand the requirements of this role:

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| **Employee Signature** |  |
| **Date** |  |

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