

Job Description:

Area Support Manager

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| 1. Purpose of the Job – state concisely the aim of the job. |
| * To provide operational support to Client Relationship Managers and Director in fulfilment of their role responsibilities.
* Act as first point of contact for site managers to provide guidance and advice on site operational issues.
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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. |
| Primary District: Cork, Kerry, Limerick areaOperational Support: approx. 16 sites*Please note the above are not the responsibility of the post holder, but merely an indication of the possible area of support.*  |

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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. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Operations Support*** Support Client Relationship Managers to deliver consistent quality and service standards to the agreed client contract specification and requirements as measured by both qualitative and financial targets.
* Carry out unit audits to measure progress in line with the Company’s laid down requirements, policies, and procedures
* Have a passion for delivering excellence through understanding the Sodexo Corporate Services values and brand standards and ensure these are delivered across the business.
* Provide support in new and existing contracts tender, mobilisation, and stabilisation.
* Roll out and ensure compliance with new Company initiatives and programs ie righttime, leanpath, drive etc…
* Provide support and cover when managers are on leave.
* Continually look to implement new initiatives within operations demonstrating forward moving business innovations to Clients.ie Vital spaces
* Provide cover when site leads, or Client Relationship Managers are on leave an act as first point operational issue escalation and resolution.
* Participate in end of month process with the target of being fully able to deliver this task in the absence of Client Relationship Managers.

**EHS & Quality*** Ensure all legislative and Company required health and safety policies, processes and records are adhered to and monitored.
* Escalation of any non-compliance or weakness in procedures to appropriate line manager and EHS support function.

**Financial Performance*** Carry out in depth reviews as required of sites finances at the end of each period and ensure action plans are put in place as required.
* Rigorous management of results and compliance to commercial terms as required.

**People Management*** Provide support to team leads to ensure work of teams is carried out and performed to standards, policies, and procedures.
* Management of staff issues (e.g., attendance, conduct, capability, and competency etc.) that are covered by HR procedures or local rules.
* Drive employee engagement on site.
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| 5. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organisation; they should focus on end results, not duties or activities. |
| * Operational support provided to Client Relationship Managers in the fulfilment of their role responsibilities.
* Full compliance across sites to company processes and initiatives.
* Demonstration of improvements made and recommend improving operational efficiencies across the district.
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| 6. Person Specification – Indicate the skills, knowledge, and experience that the job holder should require to conduct the role effectively. |
| **Essential*** Ability to manager multiple workloads and stakeholders in a fast-paced dynamic environment
* Excellent interpersonal skills and ability to communicate effectively with customers, clients, and employees at all levels.
* Challenges the status-quo, innovative, willingness and with a ‘can do & improve’ attitude.
* Good financial acumen

**Desirable*** Experience of Hard and Soft FM contracts.
* Facilities, Engineering, Technical or Business qualification.
* Experience in a pharmaceutical industry or large Blue-Chip company
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| 7. 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 |
| Leadership and People Management  | Innovation and Change |
| Brand Notoriety | Commercial Awareness |
| Business Consulting | Employee Engagement |
| Impact and Influence | Creative Problem Solving |
| Quality Focus | Organisation and Planning |

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