

Job Description:
Contract Support

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| Function: | Operations |
| Position:  | Contract Support |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Account Manager |
| Additional reporting line to: |  |
| Position location: | Sodexo TFL Contract |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Ownership for the delivery of a proactive administration function that supports the operational team to deliver Quality of Life services to our clients whilst remaining safe and compliant at all times
* Supporting the senior and operational management to track tasks manage and deliver projects from start to finish including initial and final presentation.
* Responsible for the financial and operational support of the contract, promoting and developing the level of

Financial and commercial awareness and associated skill within the management team and thereby adding value to the business.* A requirement will be to formulate data in the agreed format ready for presentation to the client along with structured variance report highlighting trends and one offs.
* Work with operations and contract HR lead to support the delivery of all aspects of ‘Focus on Five’
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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. |
| Characteristics  | * Ownership for the delivery of a proactive administration function that supports the operational team to deliver Quality of Life services to our clients whilst remaining safe and compliant at all times
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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. |
| Account ManagerBusiness Excellence Manager / Compliance Manager/ Contract Support  Multi Site Managers / Development ChefSite leadsFrontline Staff |

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| 4. Accountabilities or “What you have to do” |
| * Manage office calls in a professional manner, ensuring the office is manned at all times
* Collection and Collation of weekly performance reports from each unit including analysis, summary and remedial recommendations
* Assistance with billing and collation of monthly reporting packs including analysis, Vouchers, summary and remedial recommendations
* Production of KPI documentation
* Collation of Quarterly Reconciliation
* Assisting Compliance Manager with collation and audit reporting
* Manage / Co-ordinate key financial processes, ensuring consistency across the business and compliance with best practice
* Ensure all relevant managers HR and site files are up to date, tracking and recording “right to work” documentation
* Ensure all Sodexo staff employed within the TFL contract are issued with a Sodexo photo ID pass and LU access card.
* Produce client Dashboard report on a weekly/monthly basis
* Produce the financial and operational site newsletter on a monthly basis
* Produce monthly/ quarterly/ annually financial and operational information for the client review pack as requested by the Account Manager
* Full management control of the group EPOS and clarity live template ensuring all templates are accurate and up to date
* Produce EPOS tracking data in terms of sales by hour/ Patronage and produce into presentation format
* Analysis of EPOS / till information with regards to maximizing sales and GP%
* Preparation of monthly league tables with regards to sales and the ‘middle of the P&L’
* Ensure sites fault reporting is tracked, monitored and followed liaising direct with the MSMs
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| 5. Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”  |
| * Month end results produced and understood on time each month end
* Effective controls established and tracked
* No audit issues at half end / year end
* Poor performing sites will see financial improvement
* Services both operations and financial delivered as per contract
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| 6. Knowledge, skills and experience |
| **Essential*** Strong financial awareness
* Strong practical operational knowledge
* A highly customer focused individual with a ‘can do’ attitude
* PC literate with experience in Microsoft office applications including outlook/word/excel
* Ability to multi task, work with others and be a good listener
* Ability to prioritise work streams and demonstrate attention to detail
* Ability to work on own initiative and be reliable and trustworthy
* Flexibility that is focused to delivering exceptional customer service
* Ability to handle feedback in a calm, structured and professional manner

**Desirable*** EProphit and UDC
* Knowledge of EPOS and Clarity Live
* Flexible approach
* Presentation Skills/ Client Liaison
* Management experience in team management / leadership / engagement
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| 7. Contextual or other information  |
| * To attend monthly senior team operational meetings
* To present and update within your remit and responsibility
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| 8. Management Approval – To be completed by document owner |
| Version Date 26/07/18 Document Owner Rezki Karar  |

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| 9. Employee Approval – To be completed by employee |
| Employee Name Date  |