

Job Description: Supervisor (Soft FM) Government Contract mobilisation

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| Function: | Operations |
| Position:  | Soft FM service delivery/facilties supervisor  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | General Services Manager (GSM) mobilisation |
| Additional reporting line to: |  |
| Position location: | North  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To support the general services manager with the seamless mobilisation of all soft services within the client organisation contract: cleaning, catering, security, approved premises services (catering & security), workplace services, window cleaning and waste across multiple sites within accountability for a defined number of sites which form part of a specific geographical area (territory).
* To supervise all activity within sites to ensure the contract is set up to operate as set out in the contract Schedule of Requirement (SOR) and operational manuals, across the designated contract and affiliated sites.
* To assist the successful transfer of frontline colleagues across multiple incumbent service providers ensuring continuity of services from mobilisation/transition to operational phase.
* To provide specific support in recruitment and basic skills training to transferring frontline colleagues within sites
* Undertake full reviews of each site and support GSM in the collation of due diligence data
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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 FY£13m:  |  | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | C700 in contract |  |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  |  |

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| **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. |
| * To assist in the seamless mobilisation of all soft services within the contract: cleaning, catering, security, approved premises services (catering & security), workplace services, window cleaning and waste
* Assist with a complex TUPE transfer process, accountable for inducting and training transferring frontline employees within a defined multi-site geographical territory
* Support in organizing contingency arrangements where there are vacancies within site – working with the workplace planner to utilize flexible labour where appropriate and supporting with frontline recruitment.
* Undertake due diligence and obtain specific data in relation to sites within geographical territory to ensure readiness for go live
* Assist GSM to ensure sites of responsibility are ready for go-live, correct equipment in place, processes are followed, escalating any issues etc.
* Undertake risk assessments and ensure statutory and mandatory requirements in relation to Health & Safety, Environment and Quality Assurance are addressed
* Provide a full handover to transferring supervisory teams, ensuring we maintain continuity of services from mobilisation to operational phase
* CTC vetting may be required
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| Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Mobilisation support** * Assist in conducting due diligence of all sites with defined geographic area
* Help deliver the TUPE consultation and engagement plan (roadshows, 1:1’s, due diligence, consultation meetings with reps) etc
* Ensure uniforms, right to work documentation, security and critical employee payroll data are addressed within sites of responsibility
* Identify all vacancies and work with resourcing partner and GSM to recruit and/or put in place contingency arrangements to cover vacancies
* Act as supervisory buddy to sites of responsibility, supporting the onboarding process and transfer knowledge of Sodexo systems, processes and procedures
* Work with Health & Safety lead to ensure risk assessments have been undertaken and that all safe systems of work are in place
* Ensure all service areas are set up in accordance with contractual specifications – stock ordering, system set up, consumables
* Allocate resource to ensure sites are sufficiently supported to manage cut over
* Provide hands on support to the mobilisation across service areas, engaging GSM and SME’s where required

**Leadership and people*** The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will support their line manager to drive employee engagement and team performance. This will include effective communication and the application of Sodexo HR policies and procedures as directed by their line manager

**Risk, governance and compliance*** The role holder will ensure that these processes are fully applied, complied with and adhered to within their assigned operational business area. Where applicable cash and stock company procedural compliance is a requirement.

**Financial management*** The role holder is required to contribute to the financial performance of their sites. This is achieved through effective control of all equipment and supplies as well as payroll.

**Relationship management client and team*** The role holder is responsible developing and maintaining good business relationships with clients and customers. The role holder must seek to resolve any concerns or complaints raised and escalate to their line manager as appropriate.

**Operational management*** The role holder will be responsible for overseeing their assigned operational sites and managing compliance with legal, regulatory and company requirements including the quality management system (QMS) until there is a full handover to the operational lead.

**Service excellence*** The role holder will be responsible for driving all aspects of service excellence across their sites including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards. The role holder will ensure that work is appropriately recognised.
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| 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. |
| * Seamless mobilisation of all soft services within defined geographic territory
* Improved employee engagement
* Maintain records of meetings and close out actions in specified times frames.
* Pass all internal and external audits
* Company Compliance
* Legislative Compliance
* Achieve budget
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| Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Proven supervisory experience gained within a multi-site environment across multiple soft service lines
* Relevant experience within the relevant soft service areas
* Management knowledge of HSWA, IOSH and COSHH.
* Proven experience of managing long-term client relationships
* Proven track record of leading, managing and developing a team
* Proven ability to develop new business opportunities
* Must be able to demonstrate the ability to communicate effectively both verbally and in writing
* Computer literate
* Desirable to have supported previous mobilisation projects and TUPE
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| Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client and Customer Satisfaction/Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
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