

**DEFENCE & GOVERNMENT SERVICES**

Job Description:
Production Manager

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| Function: | Defence & Government Services |
| Generic job:  | Sub Contracts Manager  |
| Position:  | Sub Contracts Manager |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Project Manager |
| Additional reporting line to: | Contract Director |
| Position location: | Allenby/Connaught  |
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| 1. Purpose of the job  |
| * To operationally support with the management and coordination of all catering equipment maintenance (Core and retail) across Allenby/Connaught (Hobart)
* To plan, organise and co-ordinate the maintenance & reactive support for every Hygiene Waste Bin across Allenby/Connaught, working in conjunction with PHS
* To provide all sites within Allenby/Connaught a single point of contact for all matters relating to PHS or Hobart related issues or escalations
* To ensure that sites are supported and have a clear point of escalation for yearly PAT testing requirements within Allenby/Connaught when using PHS
* To plan, organise and co-ordinate the maintenance schedules for every kitchen across Allenby/Connaught, working in conjunction with Hobart (maintenance contractor)
* To co-ordinate and present the life cycle programme for all kitchens across Allenby/Connaught.
* To assist the CRL Manager with the coordination of key CRL projects and to own delegated projects whilst providing key updates and communications at key stages (Potential future add on)
* To ensure standards of service detailed in the service level agreement, KPIs and within the schedules of the contractual terms and conditions are achieved, maintained and developed for assigned operational business area
* Attend meetings across garrisons, regarding the Hobart & PHS contracts plus CRL projects (Potential).
* Main point of contact for Hobart & PHS, Account Managers, Service managers and Aspire regarding the Hobart & PHS contract items.
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| 2. Dimensions  |
| Revenue FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Add only relevant points (delete any information not required)
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| 3. Organisation chart  |
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| **4. Context and main issues**  |
| * Comply with all legislative requirements
* Adhere to any local client site rules and regulations
* Role model for safe behaviour, ensuring engineers have full security clearance and ATP
* Ensure all subcontractor attending sites follow required Minor Works Processes and issues are escalated
* Travel and overnight stay may be required to support business requirements
* Unsociable hours in line with business requirements maybe required
* Flexibility on work schedule and location maybe required
* Collaboration with all Service Managers, Retail Managers and Catering Managers to ensure the effective management of the PHS Contract, Hobart contract and CRL Projects
* Effective collaborative working with Sodexo external partners, Hobart, PHS, MOD employees and consumers and personnel, including CCM where appropriate who work on site
* Ensure all practices are in line with Sodexo policies and procedures and those set out within Health and Safety and Food safety guidelines/legislation
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| 5. Main assignments  |
| * To continue to develop one’s own skills and knowledge within the position, including any required training courses
* To maintain excellent client/customer relationships
* To attend team briefs, huddles and meetings as required
* To attend your EPA to discuss and agree job performance, objectives and development activities
* To maintain professional work standards at all times
* To care for all company equipment and ensure that any faults are reported
* To work in conjunction with Service Managers, Retail Managers and Catering Managers, to plan, organise and coordinate service activity within own assigned operational business area
* To contribute to the growth of CRL services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectations
* To work in conjunction with other department managers to ensure operational excellence within assigned operational business area
* Active involvement, promotion and support of activities aligned towards employee engagement and achievement of IIP Gold standard
* Develop and maintain a positive internal and external network
* Continued professional learning and development
* To carry out any other reasonable tasks and/or instructions as directed by management
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| 6. Accountabilities |
| * Main point of contact for the PHS & Hobart contracts
* Manage the PHS & Hobart contracts, ensuring they are delivered to time and budget, reporting all issues to line manager
* Report any equipment faults (Catering and Retail) that will impact on service delivery to line manager
* Ensure any possible contractual breaches with regards to Hygiene Waste Bins failures, PAT Testing failings and Catering Equipment issues are escalated to your line manager
* Ownership of delegated & agreed CRL Projects – delivery, timelines and output measurements

**Risk, governance and compliance*** The role holder is accountable for full compliance and understanding of all company risk, reporting and governance processes within their assigned operational area. The role holder will ensure that these processes are fully applied, complied with and adhered to within assigned operational business area.

**Service excellence*** The role holder will be responsible for driving all aspects of service excellence across their operational business area including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards. In partnership with subject matters experts you will champion and embed service excellence initiatives across your business area and ensure that all services are aligned to the defence client and customer needs and deliverable within budget.
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| 7. Person Specification  |
| Essential:* Previous experience of working in a catering operational role
* Able to work on own initiative within a team environment
* Project Management experience
* Knowledge and operating expertise in use of Microsoft Products (excel: is a must)
* Able to provide understanding of data driven results to make key decisions and recommendations
* Able to demonstrate a natural calm in the face of challenges and SME status amongst peers
* Client and Stakeholder management skills
* Must have an intermediate level food safety certificate
* Ability to achieve and set standards and operate to performance criteria, with particular regard to hygiene
* Ability to work well under pressure
* People management skills including general HR skills, training and managing employee performance including disciplinary and grievance procedures.
* Good numerical, interpersonal and communication skills, must be able to demonstrate effective verbal and written communication
* Excellent planning and organising

Desirable:* Experience of working within military environment
* Working knowledge of contractor management
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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 and customer satisfaction, quality of services provided
 | * Industry acumen
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| * Rigorous management of results
 | * Analysis and decision making
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| * Leadership and people management
 | * Planning and organising
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| * Innovation and change
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| * Brand notoriety
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| 9. Management Approval – To be completed by document owner |
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| Document Owner | GV |

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