

JOB DESCRIPTION

BUSINESS MANAGER

Position Title	Business Manager	Department	Operations
Generic Job Title	Business Manager	Segment	Corporate Services Northern Ireland
Team Band	A	Location	Seagate Springtown
Reports to	Contracts Manager	Office / Unit name	GB695870

ORGANISATION STRUCTURE



Job Purpose

The Business Manager has responsibilities in the Seagate account for delivery of **Cleaning and Catering Services** and is part of a team of people based in the UK& Ireland. This is a critical role which supports the onsite management team.

- Support the operational teams in all areas of HR, Training and Development, Health and Safety, Risk, Quality, Performance, Environment, Ethics and Management Systems
- Comply with all Seagate and Sodexo company policies, processes and legislation
- Establish and maintain relationships with all levels within the business and client organization
- Manage all services ensuring high level of customer satisfaction
- Monitor performance against SOW/SLA
- Ensure costs and expenditure are controlled in line with budget
- Maximise labour productivity
- Continuously enhance quality through innovation and cost efficiencies
- Adopt behaviours that build on our core values, Team Spirit, Service Spirit and Spirit of Progress
- Champion Diversity & Inclusion and engagement
- This position is based from Seagate, Derry however a small amount of travel is possible within the UK & Ireland (up to 10%).

Accountabilities

Commit to Improve

- Formulate, implement monitor, and review all operational action plans to ensure the contract is compliant with best practice and legislative requirements
- Manage change to improve business performance
- Deliver all Cleaning and Catering services in accordance to Scope of Works, achieve customer expectations
- Always make health and safety of all a priority

Own Performance

- Chair monthly HR Business meeting with the management team
- Manage all contract associated costs within budgetary constraints
- Support Business Continuity Plan
- Ensure consistent application and communication of all Sodexo and Seagate policies, procedures, practices and initiatives to improve Quality of Life Services
- Oversee full implementation of all management systems: HR, SEMS, Training, RBA, ISO, UDC payroll, UDC billing, Eprophit
- Plan, prioritise and complete all tasks on Outlook electronic calendar

Act Collaboratively

- Promote and develop a culture of Diversity and Inclusion
- Listen to and value other's opinions while engaging all member of the team
- Recognise and reward positive behaviours of Operatives demonstrating Sodexo values

- Provide high level of operational service support UK & Ireland operational teams, establishing specific requirements, identifying and facilitating the resolution of all specific issues to add value to operation.

Develop and Grow

- Complete all job-related training and develop skill set to improve personal performance
- Liaise with the wider business community to ensure common practices are maintained
- Complete annual PDRs, set clear objectives and expectations

Think Innovatively

- Introduce and implement all new initiatives processes and procedures
- Prepare and support all internal and external audits: RBA, ISO, Safeguard, Unit Business Health Check
- Anticipate change and look for future opportunities for growth

Challenge with Humility

- Raise any concerns with Contracts Manager immediately
- Be respectful, speak with candor
- Complete corrective actions within agreed timeframes, learn from your mistakes

Key Performance Indicators (KPIs)

- Deliver strategy and support systems accurately and efficiently
- Maintain high levels of performance for Cleaning and Catering Services
- Ensure full compliance with relevant legislative and company standards within identified timescales and deadlines
- Store, maintain and archive all contract documentation, ensuring they are always audit ready
- Continuously develop your technical and business skills and knowledge
- Maintain robust relationships with all members of Sodexo and Seagate SMT
- Deliver all Sodexo and Seagate mandatory training
- Ensure thorough investigation into all accidents and incidents
- Implement all Sodexo policies and procedures

Dimensions

Financial	n/a
Other	This is an important role within the Sodexo organisation, with oversight from senior Sodexo Management. The role is focused on supporting UK & Ireland Operational teams, however any other skills (e.g. quality management, finance, project management, people management) that the individual may have will be expected to be utilized. The business needs will vary in line with contract requirements and there is an expectation that you will provide support as necessary within your abilities and capabilities.

Skills, Knowledge and Experience

Essential:

- Excellent eye for detail and great leadership and client relationship management skills
- Proven track record of leading, managing and developing a large cross functional team
- The candidate should have a good background in auditing
- Reporting: Ability to write persuasive and effective reports and communications, which clearly define findings and their causes, and recommendations made.
- Analytical Skills: Must possess strong analytical skills. The ability to systematically gather information from a variety of sources, analyze information and draw appropriate conclusions.
- Ability to implement change, engage and build the team
- Management of Profit and Loss Account
- Excellent communications skills (verbal and written)
- Quality focused and strong commitment to improve
- Resilient and the ability to manage multiple tasks and prioritise importance
- Good knowledge of MS Office and efficient IT

Desirable:

- CIPD qualification – or willing to undertake within 12 months
- Trainer qualification
- Proactive and positive
- Team player
- Open-minded towards other cultures/people
- Flexible
- Methodical and rigorous
- Project management experience

Contextual or other information

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.**

Name		Date:	
Signature			

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