**EXPERTISE**

Job description

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| Function: | Operations |
| Position: | ADMINISTRATION MANAGER - |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager  (N+1 Job title and name): | Operations Director – South |
| Additional reporting line to: | UK Finance manager – Alex Sharples |
| Position location: | South UK |

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| 1. Purpose of the Job |
| * Deliver and govern an administration function that supports the delivery of ‘One Sodexo’ IFM across all zones and services across all sites in the South * Supporting senior operational management to deliver a consistent and complete application of Sodexo financial processes to ensure an accurate financial result each month to include process improvement documentation. * Deliver a proactive administration model to support the development of the contract across all Sites * Lead a team to provide IFM administration activities that enable the operations team to deliver solution based services to our clients * 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. |

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| *Financial* | Annual Revenues of circa £8m |
| *Staff* | Will manage an administration team |
| *Other* | N/A |

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| 3. Organisation chart |
| South Operational director  I  South Administration Manager |

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| **4. Context and main issues** |
| * Ownership for the delivery of a proactive IFM 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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| 5. Main assignments |
| * Deliver and administration function that supports the delivery of ‘One Sodexo’ IFM across all zones and services across South sites. * Support South Operational Directors in the delivery of a positive and commercially successful service delivery. * Deliver a proactive administration model to support the development of the contract across all services. * Support the Zonal Management framework at South sites in delivering 100% compliance in Sodexo, AZ and regulatory matters * Work in collaboration with contract HR and operational LT to deliver administration support for the pillars of focus on five * Maintain strict levels of confidentiality and comply with data protection requirements at all times |

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| 6. 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. |
| * Manage the team to deliver all accounting tasks on a timely basis in accordance with Company policies and procedures * Work closely with the operational teams & UK commercial teams for the contract to ensure all costs accurately allocated to the correct site and cost centre. This includes journal adjustments to the P&L, Reconciliation of accounts, resolving cost queries * To provide SME knowledge for key Sodexo accounting and administration systems and functions * Coordination & reconciliation of management expenses against company policy and budget target * Ensure billing and invoicing is accurate and complete each month, with costs matched against revenues * Ensure Operational leads have timely debt information in order for them to effectively manage to client payments in line with contract requirements * Ensure that all team members are appropriately trained, inducted and appraised with a thorough understanding of all relevant Sodexo finance systems to ensure that all processes are followed * Lead the delivery of any MI that helps the financial control of the contract or drives commercial performance improvements (particular focus on labour reporting) * Working with the South Operations Director to ensure budgets are cascaded, communicated and delivered * To work with the Operations Director & contract commercial team to build budgets correct for the next financial year * Working with the South Operations Director to ensure year end financials are completed to target * Quality control, checking and monitoring work practices and processes to ensure compliance with the ‘Sodexo Way’. * Continuously look for ways to introduce process improvement initiatives across the South sites. * Provide administration expertise to ensure required support is delivered to key contract projects e.g supply chain * Coordination of contract change control to support the operational & commercial teams to deliver robust solutions in line with agreed timelines * To plan and organise own and teams workload to meet business needs. * Provide an effective, flexible and efficient administration service to enable effective IFM services in line with contract requirements whilst ensuring compliance with reporting requirements * To ensure the Sodexo values are delivered by the admin team at all times focussed on QofL vision * Delivering behaviours and principals to support the Sodexo zero harm culture for clients, customers & employee’s * Ensure that data requiring manual and electronic returns to centre, are despatched at the appointed times * Ensure management of any deficiencies or surpluses on cash takings, floats or stocks and any other irregularities that may appear in the accounting or administration system for all sites. Work in collaboration with contract HR and operational LT to deliver administration support for the pillars of focus on five * Provide delegation of authority for employee reward and recognition * Responsible for start to finish new starter/leaver process e.g. IT equipment, phone, email account and stationery |
| 7. Person Specification |
| * Proven track record of managing employees within a service environment and maximising the performance of their team. * The role holder will have a well-developed knowledge of administration and strong financial acumen. * Excellent communication skills with experience of positive client relationships * Methodical and process driven with excellent attention to detail * Proficient in the use of Microsoft Office - especially excel * Experience of Sodexo systems inc of SAP desirable * Accounting qualification (AAT or equivalent) desirable   Ability to challenge and influence in order to achieve best practice |

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| 8. Competencies |
| * **Planning and Organisation** - consistently completes deliverables within deadline and beyond expected quality, even under adverse conditions * Resilience - sustains momentum when faced with challenges. Balances competing demands and responds well to changed priorities. * Continuous Improvement - seeks to continuously improve outputs for the benefit of the business. Constantly raises the standard and quality of work, benchmarking against best practice * Analysis & Decision Making – draws appropriate conclusions, generates viable alternative solutions to a question or problem and evaluates the consequences of choosing each alternative * Planning and Organising – Plans ahead to deliver objectives on time * Leadership – Demonstrates a sense of direction and energy to achieve the plan * Financial and Business Awareness - Understands the organisation and makes sound commercial judgement |