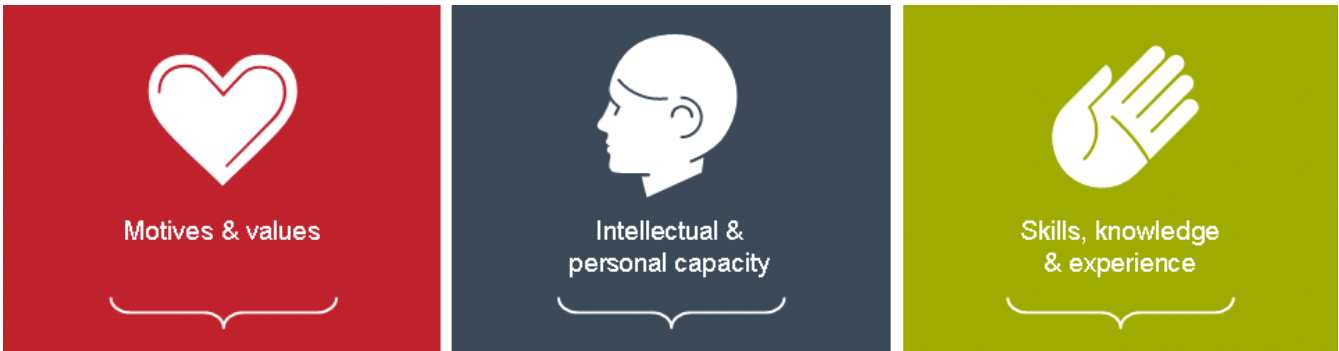




Core Job Purpose	To operate and deliver a strategic plan for three key hospital contracts, with an approximate combined annual value of £40 million. The key themes will be to deliver outstanding safety and compliance, demonstrate value for money and excellent service for the client, financial returns in line with expectations, high employee engagement and service excellence.
Core Job Outcomes	
Strategy and Plans	
To ensure that Health & Safety is maintained as the number one priority for the contract in line with Company Policy	
To develop, agree and manage a robust strategy and annual plans for the contract(s) to meet the contractual requirements and business targets and contribute towards developing the strategy of Serco Health and the Division	
To conduct regular reviews of plans, monitoring and taking action to ensure business targets are met, including submitting accurate and timely reports.	
Maintain a tight operational discipline with a rigorous approach to service excellence and profit improvement.	
Deliver strategic leadership across contracting and procurement driving a culture of continuous improvement and commerciality.	
To focus on the future direction of the contract, to include implementation of continuous improvement initiatives, and strengthen the customer relationship to enable the success of future rebids and/or market tests.	
Growth and Financials	
Ensure the team are alert and proactive in identifying new business opportunities within the customer base.	
To ensure a strategy is in place, to deliver the contract's growth aspirations in line with the commitment; including ad-hoc additional challenges.	
Optimise the financial performance and ensure all financial targets and statutory duties are met, delivering value for money and long term sustainability.	
Ensure tight and effective financial management in order to achieve profit and cash targets and to meet corporate and legal requirements.	
Customers and Markets	
To represent Serco when meeting with the customers, stakeholders, the financial community and the public in order to enhance reputation and foster a partnership approach to relationships.	
To lead customer service excellence and a continuous improvement culture.	
To develop an excellent relationship with the contract's customers, to anticipate future needs and continue to deliver growth and margin for Serco; and value for money for the customer.	
Resilient, politically aware, innovative and entrepreneurial, able to identify and manage the risk of new commercial opportunities.	
Organisation and People	
To provide leadership to the business such that employees understand and have input to the plans, as appropriate, and are motivated to achieve their objectives.	
To recruit, professionally manage and develop the contract/s management team, and ensure that the team is operating in accordance the Governing Principles and the Serco Management System.	
To ensure that the retail catering part of the contract is optimally structured, managed and populated including leveraging shared service facilities as appropriate.	
To ensure that a best practice framework is in place for the delivery of the contract using processes, procedures and systems which are aligned with those of the company.	

To ensure appropriate corporate governance is in place to comply with health, safety and other legal requirements upon the business and ensure that CR is delivered effectively.
To reward the team, aligned to market rates, and recognise people for delivering great service, including nominating worthy candidates for appropriate recognition of commendations/awards.
To provide challenging performance targets.
To ensure performance is managed for high performance, including regular feedback, appraisal, opportunities for development, setting of challenging targets and encouragement of CPD activities.

The H³ Leadership Model articulates what we expect of you as a Serco leader. Whilst you are not expected to excel in every aspect, you will be measured and developed against these expectations to demonstrate an all-round aptitude across the model.



Motives	Drive to make a difference	Traits	Threshold attribute	Differentiating attribute	Strategy	External scanning Strategic development Commercial edge
Values	Commitment to values	Thinking	Conceptual thinker	Forward thinker	Engagement	Communicating direction Engaging stakeholders Building relationships
	<ul style="list-style-type: none"> We foster an entrepreneurial culture We enable our people to excel We deliver our promises We build trust and respect 	Influencing	Personal impact	Interpersonally aware	Execution	Managing delivery Transforming businesses Developing capability
		Achieving	Outcome focused	Innovative		
		Self managing	Resilient	Adaptable		

Special Features of Job	<p>Providing leadership across a large contract within a Business Unit Directly accountable for the achievement of the contract targets. Manages day to day relationships with the client to maintain and develop relationships and resolve issues and problems. Developing contract activity to optimise growth, margin and service to customers and identifying and acting upon opportunities for organic growth Responsible for managing safety, regulatory, reputation and security risks associated with incidents and/or failures of service delivery of prestigious or critical public services. A member of the Health FM Steering Group and Wider Leadership Team.</p>
Job Dimensions	<p>Management and development of customers across a range of operational activities or locations. Typically a contract providing a range of services or a cluster of smaller contracts, providing a similar services across a geographically dispersed area In the region of 700 + staff. In the region of £15m turnover.</p>

Knowledge, Skills and Experience

Clear understanding of the importance of safety and compliance with statutory requirements
Excellent financial, commercial, and people skills to support the improvement of business performance.
Previous operations experience.
Strong customer service ethos with evidence of the ability to deliver great service for all customers.
Excellent people leadership skills, with evidence of the ability to engage and motivate people at all levels.
Articulate and numerate.
A high degree of enthusiasm, integrity, drive and a strong work ethic with a flexible approach to the job, capable of using your initiative.