

JOB DESCRIPTION



JOB TITLE	LSCFT Account Director
DATE	2025
DIVISION	Healthcare & Education
SITE / OFFICE	North Region
REPORTS TO	Area Director North & Midlands

ROLE OVERVIEW

To manage and monitor the contracts within the area in accordance with the various Contract Specifications and all OCS policies and procedures. Effectively manage the area within budgetary restraints, ensuring all margins are managed within the parameters of the agreed budgets.

- To ensure conformance to all client and company specifications.
- To continuously develop and improve quality and hygiene standards, in accordance with OCS and client policies.
- To meet client and company expectations, through management of agreed objectives.
- To recruit, train, develop and motivate staff, creating an internal succession plan.
- To actively manage debt and ensure we conform to the Groups objective
- To produce reports as required for clients and OCS
- To understand P&L accounting and analyse monthly results
- To deliver new profitable healthcare and education contracts via competitive tendering
- To develop and grow existing contracts within the portfolio
- To work closely with the dedicated sales team to share best practice and convert leads
- To be up to date with new industry innovations for inclusion within tender responses
- To work closely with the sectors cleaning and catering SME's

KEY TASKS & RESPONSIBILITIES

People Management

- Establish and maintain motivated contract teams capable of achieving client and Company requirements.
- Review and update contract team job descriptions and objectives as necessary.
- Ensure that the operational management team are aware of their responsibilities, informed of Company information and that the necessary channels for feedback are maintained. Monitor the cascade of the relevant parts of these communications.
- Ensure regular meetings are held to enable information to be passed up and down line management.
- Ensure Contract management team is motivated and committed through support, example, encouragement and counselling.
- Ensure Contract management team have individual performance and development plans which are monitored and implemented.
- Ensure Company philosophy on staff care is implemented and maintained.

- Identify, assess and provide training needs and development of own staff, in accordance with in-house and external opportunities.
- Oversee all grievance and disciplinary matters and ensure that legal, Company and contractual obligations are fulfilled.
- Ensure legal compliance with respect to all employment procedures.
- Promote nurture and develop Colleague Engagement Forums

Planning and Organising

- The standard of services must, as a minimum, satisfy contract specifications and where achievable, exceed contract specifications to satisfy our customers.
- Ensure maintenance of customer contact at agreed Company levels and frequency in conjunction with the Contract Managers.
- Ensure contract retention is maximised, and net turnover and margin does not fall short of budgeted levels.

Other Responsibilities

- Participate in Management Review, IIP and other corporate activities as appropriate to achieve business aims.
- Attend meetings and oversee the health, safety and welfare of all staff, and to ensure that all legal, Company and contractual obligations are fulfilled.
- Liaise as appropriate to ensure corporate compliance with company objectives.
- Project, develop and maintain a positive, professional image of the Healthcare & Education Sector in accordance with agreed direction.
- Maintain and monitor agreed quality systems to ensure preventative and remedial actions are taken, when necessary, as laid down in Quality Manual.
- To take the lead for all new and existing sales growth within the area

Health and Safety Responsibilities

- Communicate regularly with staff through formal and informal channels on safety matters to ensure that there is a free flow of ideas, and that morale remains high.
- Ensure that the OCS safety image is reflected positively through your actions and those of your subordinates.
- To direct activities of all subordinates, ensuring that they are properly trained to competently carry out their duties and responsibilities as well as ensuring that they acknowledge and accept personal responsibility for safety.
- Take responsibility for ensuring that a safe system of work is produced and communicated to employees (subordinates) prior to the commencement of the work activity.
- Take responsibility for ensuring that plant and equipment is maintained and fit for purpose.
- Ensure that work activities are properly managed and supervised.
- Manage the Occupational Road Risk of those drivers under your control.

QUALIFICATIONS, SKILLS & EXPERIENCE

- Qualified to Degree level or equivalent
- Membership of appropriate organisations is desirable
- A minimum of five years' experience at a senior level operationally and within a Healthcare soft services area.
- Full understanding of profit & loss accounting
- Ability to analyse financial data in detail
- Excellent personnel management skills
- Strong motivational and team building skills

- A resilient and robust nature is essential
- An autonomous self-starter who will take ownership for a diverse team
- Ability to 'listen' to customers and staff needs
- Highly numerate and literate
- Ability to interpret, manage and present information in an innovative manner
- Be commercially aware
- Excellent communication, organisational and analytical skills
- Flexible and adaptable approach

CORE EXPECTATIONS

- To be able to quickly develop and build good client and customer relationships
- To be able to demonstrate strong leadership skills
- To be able to prioritise work effectively and work extensively on your own initiative
- To be a responsible and reliable member of the team
- To be able to balance the requirements of a combined job role

WORKING ARRANGEMENTS

- Drivers' License required - Yes
- Flexible Working - No
- Overnight Stays – As required
- Car Allowance - £400 per month

ACCEPTANCE OF ROLE

Revisions:

The Company reserves the right to alter these responsibilities, and you will be advised of any changes through the normal method of communication.

AGREEMENT:

I confirm that I have read and agree with the responsibilities specified within the Key Tasks and Responsibilities Section of this job description

Name:

(Job Holder)

Signature:

Date:

Name:

(Line Manager)

Signature:

Date: