

CATERING MANAGER JOB DESCRIPTION

Date:			
Job Title:	Catering Manager	Division:	Education (Commercial)
Reports to(Job Title):	Business Area Manager	Department:	

Job Purpose: To supervise and control the Catering services to the client's requirements as laid out in the service level agreement.

Responsible for: All Sodexo staff employed on site *This section should describe the key dimensions of the position. These will be:*

- Annualised unit income
- Number of people managed
- Number of contracts managed
- Number of Services Provided

Accountabilities	Key Performance Indicators	Knowledge, Skills and Experience Required
<ul style="list-style-type: none"> • To control and monitor the financial performance of the unit and to maintain costs within pre-budgeted targets. • To ensure that the Company's accountancy, documentation and administration procedures are carried out to the laid down standard and that the necessary weekly returns are completed accurately and sent to the appointed office on time. This may be electronically, paper-based, or both, as instructed. • To ensure the prompt and efficient preparation and service of all meals and breaks at the required time, being provided to the standard laid down in the Service Level Agreement and to the Client's, Customer's and Sodexo's satisfaction. • To understand and maintain the standards and integrity of the service offer and Service Level Agreement at all times. To carry out a daily service audit and perform activities detailed in the service offer manual under Key Performance Indicators to the frequency and level required • To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organisation. • To implement and maintain the Statutory and Company standards of hygiene, health and safety and take any action as is necessary. • To implement and maintain all Statutory and Company policies and procedures, communicating it to all staff and ensuring full compliance. • To ensure that all food is prepared with due care and attention, particularly in regard to customers' special dietary requirements: for example, nut, dairy or wheat allergies. 	<ul style="list-style-type: none"> • Client Retention • Achievement of company and client budgets • Internal Audits – passing key internal audits • Government and Company compliance, e.g Health & Safety 	<ul style="list-style-type: none"> • Relevant Management / Catering Experience (in a school environment – Desirable) • Proven craft ability • Experience in Retail environment • Financial Awareness, use of trading accounts and P&L • Experience in Stock Control • Computer Literate • Knowledge of Food Hygiene, Health & Safety, and HR Issues • Knowledge / Experience in People Management, including disciplinary and grievance and the Ability to achieve best out of staff through Staff Motivation, Leadership, Training, communication • Strong Communication Skills • Reliable, and Organised • Team Player • Organisation / Time Management Skills • Flexibility in hours and approach to role • Approachable and open to new ideas • Resourceful / Adaptability • Passion for Food • NVQ 3 or 4 or equivalent • Good level of Literacy and numeracy

Competencies	Key Tasks
<ul style="list-style-type: none"> • Relationship Management • Leadership • Resilience • Impact and Influence • Working with Others • Planning and Organisation • Results Orientation • Financial and Business Awareness • Analysis and Decision Making • Continuous Improvement 	<ul style="list-style-type: none"> • Administration duties including: Creating menus, invoicing, health and safety, marketing materials, creating proposals for hospitality, audit documents • To complete all weekly reporting within the timescales set. • To ensure Local Authority reporting is completed and communicated weekly • To read and action on a daily basis all Sodexo communication via e-mail from your Line Manager. • To read and action on a daily basis all external Sodexo Communications via e-mail. • To ensure that ALL Company promotions applicable to the service offer are run in accordance with the Company's marketing calendar. • To ensure that all data is Trans-it on a weekly basis and Sodexonet is checked that the trans-it is successful • To maintain good client relationships at all time • To recruit, advertise, shortlist, interview, and to administer reference checks, CRB forms, Contracts, pre employment questionnaires ensuring that all documentation is completed and signed • To ensure that all new employees have an induction into: the company, the unit, their role, the services offer and the service level agreement. To ensure that appropriate training is given in Health & Safety, Fire Safety and any Equipment to meet company procedure and government standards. • To maintain accurate, up-to-date personnel records for all staff as laid down in the Unit HR Manual and in line with the Data Protect Act. To keep records of any disciplinary issues and keep the District Manager and Human Resources Manager informed of these. • To manage effectively and take responsibility for all members of staff within the Unit • To monitor the performance of staff, carry out annual appraisals and provide training and coaching as necessary. • To complete the correct payroll paperwork to ensure correct payment is made to all unit staff and to comply with Statutory Regulations and Company Policy. • To monitor absence and keep the District Manager and Human Resources Manager informed of these. • To take all necessary steps to ensure maximum security of the kitchen, store, office, safe and monies and any other areas under the Sodexo's control. • To ensure the welfare of the unit staff, and provide adhoc support to staff where relevant within the unit environment. • To hold regular effective staff meetings, to ensure performance within the unit & Clear communication within the team, ensuring that they are minuted. Where actions arise from these meetings ensure that they are completed and recognised • To have regular contact with the Business Area Manager and to produce any reports as necessary pertaining to the current service or events. • Attend to any reasonable requests made by the District Manager • To organise any special functions, as required, some of which may occur outside of normal working hours
Other information relevant to the position	Irregular Duties

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| | <ul style="list-style-type: none">• To relieve and assist in other establishments in certain circumstances.• To train and act as a Buddy for new Managers in other units• To attend to and take all necessary action, statutory and otherwise in the event of accident, fire, loss, theft, lost property, damage, unfit food or other irregularities and complete the necessary return and/or reports.• To attend meetings and training courses which may be away from your normal place of work as requested by your manager. |
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In Schools and Colleges with children and/or young persons on site:

Sodexo and the School/College are committed to safeguarding and promoting the welfare of children and applicants/employees must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Criminal Records Bureau.

It is the post holder's responsibility to promote and safeguard the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact. S/he will adhere to and ensure compliance with the school/college and Sodexo's Child Protection Policy Statement at all times.

If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risk to the safety or welfare of children or young persons in the establishment, s/he must report any concerns to their line manager or to his/her superior immediately.

Job Holder: **Date:**

Manager: **Date:**

Job Holder: **Date:**

Manager: **Date:**