



Job Description: Sodexo Live!

Function:	Catering Operations
Position:	Service Excellence and Training Manager
Job holder:	N/A
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	Senior Operations Manager
Additional reporting line to:	Sodexo Live! Training Academy Manager
Position location:	NUFC

1. Purpose of the Job – State concisely the aim of the job.

- Lead and deliver the service excellence framework and strategy and training for Sodexo Live! at Newcastle United Football Club.
- Establish and maintain service standards across hospitality, premium experiences, bars, lounges and stadium concourses.
- Ensure premium hospitality environments consistently deliver service standards aligned with luxury hospitality and fine dining expectations.
- Create, implement and continuously improve innovative learning, onboarding and development programmes for casual and contracted team members.
- Support talent attraction, employability initiatives and workforce development programmes to position Sodexo Live! as an employer of choice.
- Develop engaging training content and learning pathways that support operational excellence, compliance and career progression.
- Build a culture of continuous learning and development across Sodexo Live! teams.
- Create service playbooks and operational standards for matchdays, concerts and events.
- Promote Sodexo Live! values and “experience maker” culture across all front-line teams.

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.

Responsible for

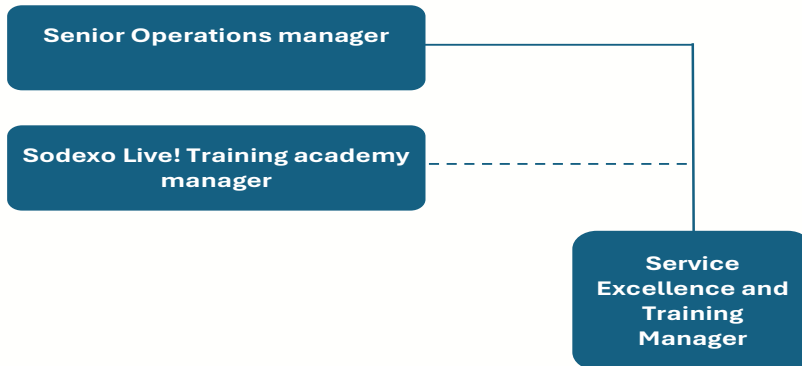
- Responsible for learning and development delivery across the Sodexo Live! workforce at NUFC.
- Management and administration of Learning Management Systems (LMS) and e-learning platforms.
- Delivery of onboarding, compliance and skills-based training programmes.
- Coordination of commu



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3. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Ensuring Sodexo Live! is recognised as the preferred employer internally and externally.
- Delivering engaging and effective learning solutions across a diverse and largely casual workforce.

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- Driving participation and compliance in mandatory training and e-learning programmes.
 - Managing multiple training priorities within a fast-paced stadium and events environment.
 - Supporting employability programmes and community initiatives whilst delivering business training objectives.
 - Adapting training methods and content to meet evolving operational requirements.
 - Building effective relationships with managers, educational providers and community organisations.

- **5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

Learning and Development Delivery

- Evaluate individual learning needs and develop tailored training and development plans with a key focus on guest and fan experience within all departments
- Deliver hands on classroom, practical, virtual and workplace-based training programmes and sessions.
- Facilitate inductions, onboarding programmes and compliance training.
- Provide coaching, mentoring and developmental support to employees and programme participants.
- Support staff through work experience, qualifications and employment opportunities.
- Conduct one-to-one development reviews and create Personal Development Plans.

Training administration and programme management

- Manage and maintain the Learning Management System (LMS).
- Assign, monitor and report on e-learning completion and compliance.
- Process training bookings, funding applications and qualification registrations.
- Track programme milestones and maintain accurate training records.
- Produce training reports and provide KPI updates to management, clients and funding partners.
- Respond to trainee, employee and stakeholder enquiries in a timely manner.

Design and content development

- Design and develop innovative learning materials and resources.
- Create lesson plans, presentations, workbooks and digital learning content.
- Develop interactive learning experiences using tools such as Canva and Google Classroom.
- Review and continuously improve existing training programmes.
- Research industry trends and incorporate best practice into learning solutions.
- Support managers in enhancing the effectiveness of departmental training activities.

Stakeholder engagement and business support

- Partner with operational managers to identify training and development requirements.
- Support workforce planning through talent development initiatives.
- Develop partnerships with colleges, training providers and community organisations.
- Source work experience placements and employment opportunities for trainees.
- Gather feedback from managers, trainees and stakeholders to improve programme effectiveness.
- Promote learning opportunities through internal communications, websites and social media channels.
- Develop and embed a fan experience strategy that enhances supporter engagement, loyalty and satisfaction throughout the matchday journey.
- Analyse guest and fan feedback and operational performance data to drive continuous improvement in fan experience delivery.

Service Excellence KPIs

- Through service excellence KPI'S, monitor and evaluate guest satisfaction scores including but not limited to:
- Net Promoter Score (NPS).
- Mystery shopper performance.
- Complaint reduction targets.
- Employee engagement scores.
- Staff retention rates.
- Training effectiveness scores.
- Fan survey feedback
- Premium hospitality guest satisfaction.

Planning, Organisation and innovation

- Maintain and coordinate the annual training calendar.
- Organise training venues, resources, tutors and guest speakers.
- Source new training tools, technologies and learning resources.
- Manage training expenditure in line with budget requirements.
- Drive innovation within learning and development practices.
- Continuously seek opportunities to improve employee engagement and learning outcomes.

Brand Notoriety

- Promote Sodexo Live! as an employer of choice within the hospitality sector.
- Support community employability programmes and local engagement initiatives.
- Act as a Learning & Development ambassador both internally and externally.
- Champion employee development, wellbeing and career progression opportunities.
- Support recruitment, onboarding and retention initiatives through effective learning programmes.

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.

- Lead the delivery of onboarding, training and development programmes, ensuring 100% completion of mandatory training, e-learning and compliance requirements across the workforce.
- Drive learning, performance and career progression initiatives, supporting employee retention, capability development and the achievement of agreed training and business KPIs.
- Manage training compliance, records and reporting, ensuring all learning activities meet operational, regulatory and organisational standards.
- Champion service excellence and quality standards across all departments, enhancing customer, guest and fan experiences through effective training, operational support and continuous improvement.
- Build strong stakeholder partnerships and collaborate with operational teams to ensure effective workforce planning, service delivery, employee relations management and the successful delivery of business and community programmes.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential:

- Experience in high-volume hospitality, stadia, events, hotel or premium service environments, with a strong focus on guest experience.
- Proven experience designing and delivering service excellence, customer experience and quality improvement initiatives.
- Experience delivering training, coaching and development programmes to diverse teams and audiences.
- Strong understanding of customer service principles, guest journey mapping and performance measurement.
- Ability to analyse customer feedback, service metrics and operational performance to drive improvements.
- Excellent stakeholder management, relationship-building and influencing skills.
- Strong leadership, coaching, facilitation and presentation capabilities.
- Highly organised, with the ability to manage multiple priorities and projects effectively.

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- Strong administrative, reporting and IT skills, including Microsoft Office and Learning Management Systems (LMS).
 - Self-motivated, proactive and solution-focused, with a commitment to continuous professional development.
 - Flexible to work evenings and weekends and travel across the Sodexo Live! estate as required.

Desirable:

- WSET Level 3 or above
- Previous Learning & Development or Training Management experience.
- Training design and content creation experience.

8. Management Approval – To be completed by document owner

Version	1	Date 17/06/26	
Document Owner			

9. Employee Approval – To be completed by employee

Employee Name		Date	
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