

JOB DESCRIPTION:

Head of Catering Operations

Function:	Operational Management
Position:	Head of Catering Operations
Immediate manager:	Operations Manager
Additional reporting line to:	Deputy Ops Manager, Senior Ops Manager, Account Director
Position location:	The Discovery Centre, Cambridge (AstraZeneca)

1. Purpose of the job

AstraZeneca's Discovery Centre (The Disc) is one of Sodexo's most prestigious venues in the UK. Reporting into the Operations Manager, this role, along with two other counterparts and the Deputy Ops Manager, form a 5-strong senior management team of site operations. Due to size, each of the three Heads are essentially General Managers, responsible for their particular workstream. Core responsibilities therefore include operations, finance, team leadership, and client relations.

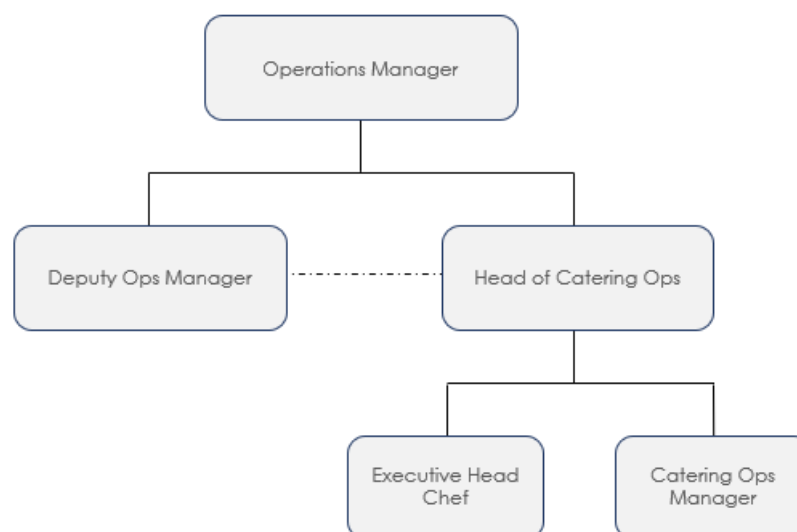
The Head of Catering Ops will oversee smooth, daily operations of the Disc's contemporary kitchen, restaurant, cafe, coffee bar, grab & go markets, and occasional pop-up food counters.

Meeting and overachieving agreed-upon specifications and performance targets, both qualitative and financial, will go hand in hand with you're your operational success. Crafting business cases and engaging in financial discussion will ensure your operation is commercially focused and decisions are driven by data.

You will lead and develop a team of approx. 30 employees with finesse and supported by your direct reports of the Executive Head Chef and Catering Operations Manager, you will establish a positive, proactive, innovative, supportive, and inclusive working culture.

Finally, as an ambassador for this flagship Sodexo site, you will build and nurture relationships for external visitors and internal stakeholders, and be the first point of contact for catering with our AstraZenca client.

2. Organisation chart



3. Main assignments

Client Relations

- Establish and build effective working relationships with senior stakeholders and employees, acting as a central contact for catering services
- Oversee all aspects of catering services that are provided to the client to ensure the Company's reputation is enhanced to the highest standard
- Act as an ambassador for Sodexo and actively promote Sodexo as a 1st class provider for all services offered.
- Prepare innovative proposals for the client where research and suggestions are data driven.
- Build and nurture positive relationships, becoming the first point of contact for catering within the client space.

Team Leadership

- Motivate and lead team members to perform their roles to a high standard and in alignment to Sodexo policies and procedures, while always doing so with professionalism, dignity and respect.
- Manage service deliverables, build a cohesive and seamless relationship between the kitchen and FOH teams, and generally promote an ethos of team work to establish a positive and supportive culture of proactivity, continuous improvement and service excellence.
- Ensure a training plan and schedule is completed for every new team member, working closely with line manager and employee until the employee's induction is 100% complete.
- Ensure that all employees are knowledgeable and motivated about their roles and the business, through effective inductions, accurate job descriptions and on the job training
- Host bi-weekly 1-1s with your direct reports to work on their development and coach them in both overcoming challenges and managing their teams with consistency, fairness, and professionalism.
- Attend weekly huddles of the senior management team and lead your own daily team huddles to cascade any news and actions.

Operational Delivery

- Take full ownership of the kitchen and catering operation and represent the senior management team within the client arena by being a first point of contact and attending any required operational meetings
- Focus on ensuring the whole team provide a 'one team best of class' service for internal and external clients in the performance of their contracted duties
- Support the functioning of the team while running the operation to optimise service, anticipate issues and put in place robust contingency plans
- Formulate and review operational and procedural standards to meet and exceed the expectations of the client and customers
- Create a Standard Operating Procedure Manual for catering, oversee its implementation by reviewing team, and always look at opportunities to further improve the existing standards of work
- Oversee service staffing levels by ensuring that agreed levels are provided at their scheduled times, and that any strategic or HR issues are resolved promptly.
- Ensure procedures and systems are compliant and in line with company policies.
- Monitor and seek customer feedback to be analysed, and ensure results are communicated to the team, with improvement actions taken where necessary
- Ensure all staff and public areas are tidy, clean and well maintained at all times, reporting any hazards, accidents or maintenance issues promptly.

Customer Service

- Deal with all customer issues/queries that arise in a professional, courteous and timely manner to ensure client and customer satisfaction, and do so by liaising with onsite service providers, AskFM or senior management where necessary.
- Where possible, prioritise personal contact to develop positive relationships with key building users.
- Ensure contractual specifications and KPI's are over achieved to the required customer satisfaction standards.
- Ensure all team members are aware of the requirement for exceptional customer service, they promote it at all times, and you achieve this by arranging regular trainings, coaching sessions and incentives.

Finance

- Via Sodexo systems, monitor financial activities and maximise profit by driving sales and controlling costs, whilst not forgetting to add value and innovation at every opportunity possible.
- Ensure that all costs and expenditure are within budgeted levels and are in line with policies, including approved procurement vendors.
- Control all costs and provide forecasts, with a focus on consumption, labour, and expenses.
- Interrogate GPs and analyse the cost of dishes and menus with the Exec Head Chef in order to find ways of driving improvements (e.g portion control, supply chain, labour etc).
- Be 'hands on' with stock control management by scrutinising all areas before final submission.

Safety and Compliance

- Ensure that Health & Safety is the number one priority of all staff and that all safeguard administration is delivered in advance of and during operations, to statutory and Sodexo standards
- Lead where appropriate, and take part in briefings to deliver safety information such as; COSHH, Health & Safety, Food Safety, Fire Safety, First Aid and any statutory, client or venue specific safety requirements that must be complied with.
- Provide prompt support with any emergency/crisis situation within the building, working with the Operations Manager, dept heads and managers
- Be aware of all accidents, incidents, near misses and observations that occur within the building's catering areas and ensure that all instances are correctly and promptly reported.
- Undertake regular internal service audits and spotchecks, and lead robust preparation for any external auditor or governance visits.
- Ensure the Kitchen Manager and Catering Ops Manager work cohesively together and support each other in all areas of safety.
- Become a Sodexo Allergen Champion and obtain the Level 3 food hygiene and safety qualification within your first 6 months.
- Support the Kitchen Manager, Head Chef and Catering Ops Manager in promoting a Zero Harm Mindset via training huddles.
- Become trained in and participate as a lead fire marshal, to assist in the efficient evacuation of guests and colleagues in the event of an emergency.

Other

- Liaise with the other departments in a polite and efficient manner, to ensure that all issues and queries are communicated and met in order to provide a seamless customer experience
- Establish and maintain relationships with individuals at all levels within the Company and the Client organisation.
- Obtain a full working knowledge of the building, including all services and amenities, and adhere to all building policies and procedures
- Work flexibly and support other service streams, if required.
- Undertake any other reasonable tasks or projects requested by the Operations Manager or more senior stakeholders.

4. Person Specification

Essential

- Ability and experience in gathering, utilising and interpreting financial information for commercial gain within a P&L contract.
- Excellent interpersonal skills with an ability to communicate effectively and build longterm relationships with customers and clients at all levels
- Excellent planning and organisational skills with an ability to manage multiple workloads and shifting priorities, whilst always meeting deadlines.
- Proven leadership skills in developing a large, diverse workforce and building a new working culture within a corporate, hotel or visitor attraction setting.

- At least 5 years experience within a large scale venue, managing kitchen, hospitality, restaurant and cafe operations
- An ability to seamlessly switch between successfully operating a BOH and FOH catering operation.
- Self motivation to learn new procedures, systems, and techniques, together with an interest in proactively researching industry food trends and innovation.
- Posses a hands on approach to policing safety standards, holding people accountable, and driving a team to exceed set performance criteria
- A deep awareness of what exceptional customer service and meaningful visitor experience is, with experience in creating and driving your own strategy.

Desirable

- Level 3 food hygiene and safety qualification
- Contract catering experience or experience of managing conflicting expectations between your company and your client within the same business arena.
- I.T literate to a high level.

5. Competencies

▪ Driving client and customer satisfaction	▪ Food industry, competitor and trend awareness
▪ Rigorous management of financial P&L activities	▪ Analysis and decision making
▪ Leadership and people management	▪ Planning and organising
▪ Innovation and change Implementation	▪ Selling and building relationships

I have read, acknowledged, and understand my responsibilities moving forward in this position:

SIGNITURE:

DATE:

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PRINT NAME:

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