**job description**

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|  | **P****osition Title** | | | Catering, Hospitality and Vending Manager |  | **Department** | | Operations |  |
|  | **Generic**  **Job Title** | | |  |  | **Segment** | | Global Strategic Accounts (GSA) |  |
|  | **Team Band** | | | B |  | **Location** | | MARS Slough |  |
|  | **Reports to** | | | General Services Manager |  | **Office /**  **Unit name** | | MARS Slough |  |
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|  | **Organisation Structure**  NA | | | | | | | |  |
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|  | **Job Purpose**  A Better World Tomorrow. – is at the heart of everything we do at MARS. We believe access to  delicious, nutritious food is fundamental to human wellbeing. We help to make it easier for people to eat healthy meals and explore flavours from around the world, in a way which protects our planet and supports our farmers..  To manage and control the catering services to the agreed specification, performance, qualitative and financial targets For catering, Vending & Hospitality with some large events throughout the year and which is **a 24/7 operation**  To be responsible for an operating the restaurant / coffee shop / staff shop area and to lead a multifunction catering team to ensure delivery against Key Performance Indicators.  Foster long term profitable relationships with Clients to maintain existing business and identify new opportunities via operational excellence.  Provide direction and expertise to the operating area by promoting Sodexo strategies and best business practices in order to uphold the Company mission and values.  Motivate and lead a high performing catering team to achieve personal and business objectives. | | | | | | | |  |
|  | **Accountabilities** or “What you have to do”   * Deliver IFM ownership of designated areas, focussed on delivering excellent customer service. * Meet the demands of customers by providing exceptional catering services driven by innovation within the agreed SLA and contract agreement * Ensure financial documentation and accountancy of the catering unit (and those from suppliers) is accurate and within agreed budgeted levels * Manage the quality and hygiene of the food cycle from preparation through to delivery * Actively enforce relevant statutory, company and site OH&S compliance together with the monitoring of related equipment * Motivate and lead a team to perform their roles to a high standard and in alignment to Sodexo vision of quality of life services whilst complying with policies and procedures * Actively seek and identify opportunities for business growth within the contract and external market * Ensure the prompt provision and efficient service of all meals and catering requirements at the specified time to the standards laid down in the contract KPI's. * Ensure that the Company’s accountancy documentation and administration procedures are carried out to the Sodexo Way Compliance Standards and that the necessary weekly & monthly returns are completed accurately and transmitted at the appointed time or despatched manually. * Ensure that all costs and expenditure are within the budgeted levels agreed between the Client and Sodexo and unit is trading in line with budget targets. Control all costs such as labour, expenses, cash purchases as agreed with your line manager. * Ensure tariff prices are correct, that all catering services are costed and charged according to the terms of the contract and that the Foundations program is being fully adhered to. * Maintain levels of stock, cash, local credit and debt outstanding to the agreed establishment targets. * Ensure that methods of preparation, production and presentation comply with Sodexo’s standards and procedures. * Comply with all relevant sections of the Quality Assurance Audit and to complete routine audits at a frequency as indicated in the “Unit Activity Calendar” * Ensure that all equipment, monies and the overall establishment, is safe and secure at all times * Ensure the standards across the site(s) are in accordance with the Service Level Agreements and Key Performance Indicators specified in the service contract * Ensure that all Sodexo employees project a positive, approachable, friendly and professional image. * To attend an annual PDR with your Line Manager and to agree and take ownership of your PDR and your training and development needs. * Attend Company Training Courses and Team Meetings as requested. * Initiate a process of continuous improvement, working with the contract Operational Excellence department. | | | | | | | |  |
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|  | **Key Performance Indicators** (KPIs) or “What it will look like when you are doing the job well”   * Comply with Sodexo and statutory regulations relating to HACCP, Safe Systems of Work, health & safety, hygiene, cleanliness, fire and COSHH. * To deliver a consistent level of service, to the contract specification and agreed performance, qualitative and financial targets. * To achieve green KPI performance across the total IFM framework. * P & L reporting completed in a timely manner, with performance ahead of the company targets * Service development and continuous improvement via planned and communicated plan * Positive Client satisfaction and relationship | | | | | | | |  |
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|  | **Dimensions** | | | | | | | |  |
|  | Financial | Client subsidy £613k / cash sales £500 – 600k per annum | | | | | | |  |
| Staff | Circa 20 | | | | | | |
| Other | 500 daily customer base opportunity | | | | | | |
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|  | **Knowledge, skills and experience**  ***Essential***   * Proven experience in managing and leading a motivated Catering function * A willingness to work with other service teams and to build on your knowledge / experience of the other services to be able to eventually have the ability & confidence to assist with management of the other site soft services and to step in to assist with holiday / sickness cover – **build your IFM Knowledge** * Industry acumen and knowledge of external catering developments & innovations * Strong financial understanding and demonstrable budgeting management * Experienced in adhering to and driving company initiatives * Personal innovation and passion * Demonstrative customer focus and service skills * Strong communication, and negotiation skills * Experience working in a standards /compliance environment * Relevant craft and H&S qualifications and training * Recognised health and safety qualifications e.g. IOSH   ***Desirable***   * Relevant HACCP and food safety qualification * Sound commercial knowledge with understanding of client and Sodexo budget framework * Good knowledge of Sodexo systems & process – EprophIT / Cashless Systems – VMC / Credit & Debit Card Sales * Good operational knowledge of vending services and latest technology – Smart fridge as well as traditional vending equipment * Good level of high end hospitality event planning / delivering * Commercial Acumen – general Sodexo finance knowledge   **Management and Personal Competencies**   * Experienced at a professional level with a proven track record of managing facilities management services * Excellent interpersonal skills with the ability to relate to all levels within the Sodexo and client organisations * Ability to grasp requirements effectively and to relate to the service provisions of the Contract * Strong contract management skills * Proven experience of managing employees within a service environment and maximising the performance of your team * Be able to negotiate with internal and external decision makers * Ability to be an effective team player within the overall contract management team * Tenacity to drive innovation and challenge the norm in order to improve the Quality of Life for our client and customers | | | | | | | |  |
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|  | **Contextual or other information**  This position will be a key part of a one team approach to providing a quality of life customer experience for the users of the Macclesfield campus. The job description is designed to identify the specifics of the role it does not however limit the post holder to the specific tasks and responsibilities listed. The post holder is equally responsible for the satisfaction of the users and must therefore ensure that the standards are delivered. This will mean that you undertake activities outside of the job description to ensure that the overall service is maintained.  This job description is intended to give the post holder an appreciation of the role and the range of duties to be undertaken, It does not attempt to detail every activity and it may be changed from time to time to incorporate changing circumstances. Specific tasks and objectives will be agreed with the post holder at regular intervals. | | | | | | | |  |
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| Document owner | | | David Scott | | | | | | |