

Job Description: Business Catering Manager Edinburgh Academy



Function:	Catering Operations
Job:	Catering Manager
Position:	As above
Job holder:	Replacement
Date (in job since):	
Immediate manager (N+1 Job title and name):	Lindsay Turnbull , Contract Manager
Additional reporting line to:	Amanda Vettese , Senior Account Manager
Position location:	Edinburgh Academy School – Split – Junior and Senior School

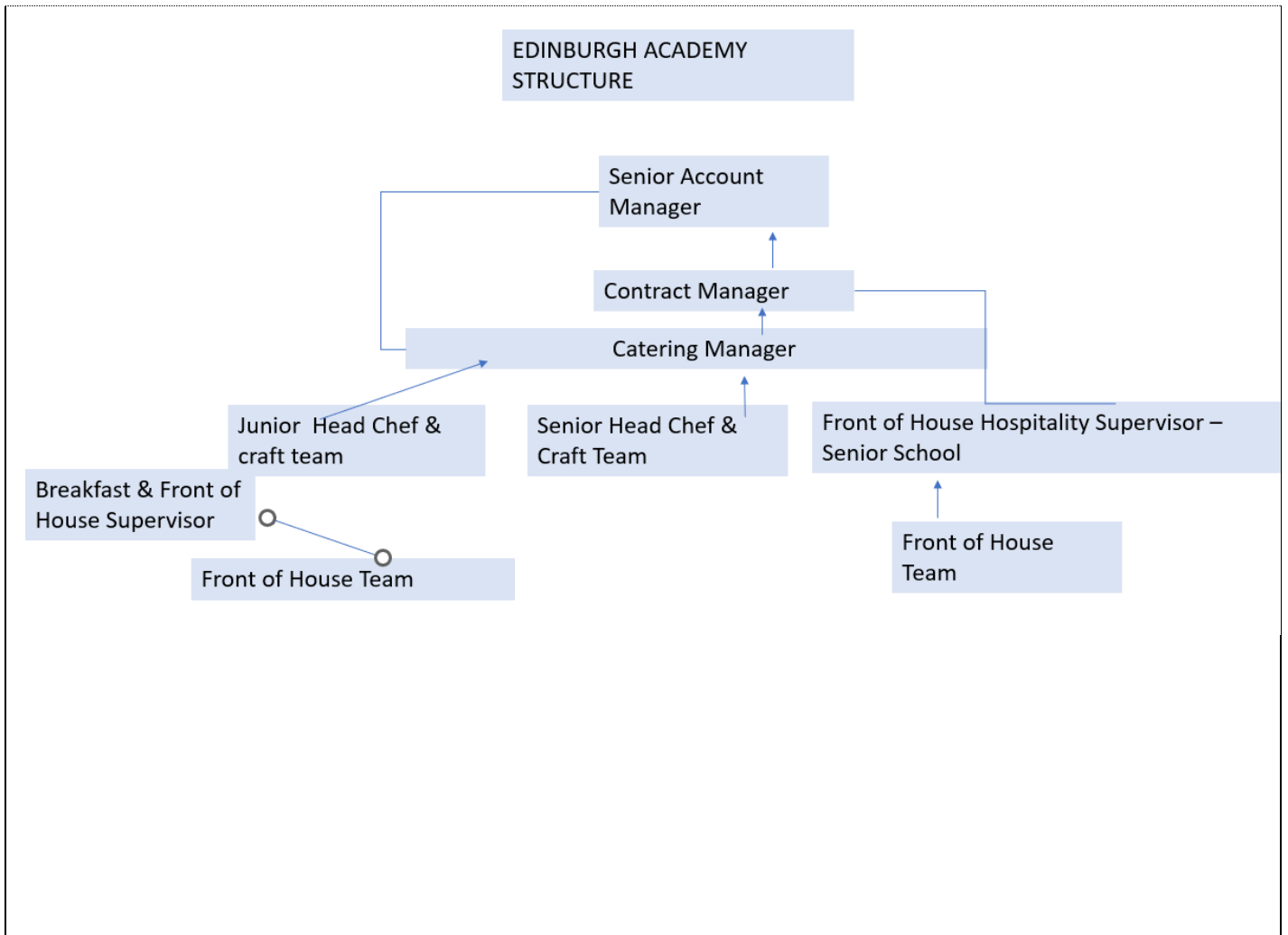
1. Purpose of the Job – State concisely the aim of the job.

- The role will report to Contract Manager for day to day operations but will also report direct to Senior Account Manager
- To ensure the prompt and efficient preparation and service of all meals to the company's standard and to the client's satisfaction. Ensuring that all allergens are managed.
- Maintain the cleanliness and hygiene of the School to the required standard in the Service Level Agreement.
- Effectively manage and motivate the Sodexo teams across Edinburgh Academy School and ensure that exemplary services are provided at the Schools.
- Provide direction and expertise to the operating teams by promoting Sodexo strategies and best business practices in order to uphold the Company and schools' mission and values

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.

Revenue	EBIT growth:	Growth type: n/a	Outsourcing rate:	n/a	Region Workforce	Indies
	EBIT margin:		Outsourcing growth rate:	n/a	HR in Region	HRBP
	Net income growth:					
	Cash conversion:					
Characteristics	<ul style="list-style-type: none"> ▪ Managing Sodexo staff – 20 Catering staff including x 2 Head Chefs 					

3. Organisation chart – Indicate schematically the position of the job within the organisation. 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.

- To deliver a **high quality service** at Edinburgh Academy . The aspiration is to be one of the UK's best independent schools.
- **Creativity** – there is a desire to see constant change and freshness. Innovation is key to Sodexo success.
- **Managing the team** requires the very best people skills – clear direction, effective communication and high staff engagement strategies
- **Ability to work in a fast-moving complex operation** – high volume student catering and numerous events delivered on a regular basis
- **Planning and organising** for excellent outcomes – quality, resources, operational ease, financially sound
- Foster **productive client relationships** which show the value of the Sodexo team

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

Operations

- Continually monitor all food standards, to ensure that they are to the required client and Sodexo expectations and as per contract
- Monitor all food hygiene and health and safety standards, to ensure they are maintained to the required client and Sodexo expectation as outlined by Safegard.
- 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.
- To ensure that regular and effective promotions and special days/street days occur twice termly.

- To manage the day to day operations at both Senior and Junior Schools
- Monitor financial performance (e.g. supply chain, sales, labour, expenses, internal issues) to ensure that the pre-set budget figures are maintained and, when variances do occur, to provide written explanation of these costs, and to implement action plans for correction.
- Ensure all special functions are completed to the required standard of food and service and are also undertaken within pre-budgeted costs.
- To support Contract Manager with Summer Lets business and ensure that suitable cover is provided throughout
- To ensure that all Hospitality Events are covered with management team - between Catering Manager, Contract Manager & Hospitality Supervisor

People

- Select, recruit and induct the right team.
- Develop your people and ensure succession planning – supported by Contract Manager
- Measure the performance of your people by giving feedback and reviewing and completing the EPA process
- Communicate regularly – weekly face to face team briefing with each site. Adopt the ‘focus on five’ principles.

Client

- Ensure the Head Chef on both sites delivers the operation to the service standards agreed in the contract with the client.
- Attend meetings and assist with producing monthly and termly formal review reports for the client.
- Assist the Contract Manager with the implementation of the Clients for Life processes.

Finance

- Assist the Contract Manager with completion of the unit forecasts
- Protect the company’s profit by delivering the Sodexo budget each month.
- Assist with generating the billing back up and maintain high quality records in line with the consultants templates
- Ensure cash, stock, debt and assets are correctly controlled

Business Improvement

- Always seek out new and innovative ways of doing things
- Be proactive in overcoming barriers to success.
- Provide feedback on how we can improve our performance.
- Networking – keep appraised of best practise within the industry by maintaining contact with professional bodies in other market sectors.

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.

- To deliver a consistent level of service, within the Company's high standards, to the contract specification and agreed performance, qualitative, KPI's and financial targets.
- Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
- Manage the team to increase the Client and Sodexo's revenue opportunities i.e., commercial opportunities, labour efficiency and generate the GOP expected when required

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

Essential Criteria

- Strong level of literacy and numeracy
- Experienced business manager who has operated in a multi-site environment
- Experience of managing an overall budget with diverse functional components (i.e. catering, cleaning, retail, and hospitality.)
- Highly effective communication and interpersonal skills
- Clear and effective leadership style
- Ability to analyse problems analytically, develop opportunities and implement innovative solutions and approaches
- Strong ability to increase individual effectiveness through leadership, motivation, communication, coaching and training
- Excellent time management and organisational skills
- Computer literate

- Able to demonstrate positive attitude to self-development; willingness to learn in role and identify own training needs as appropriate
- High level of self-motivation
- Strong ability to build professional partnerships and communicate at all levels, particularly at senior client levels
- Ability to set high standards, achievable through striving for continuous improvement
- Ability to act on own initiative and also to work effectively as part of a team
- Flexible approach to role

Desirable Criteria

- Contract catering experience
- Relevant higher level qualification in functional specialities (i.e. catering, facilities management)
- Experience of managing a large team
- Able to successfully implement changes
- Knowledge of Safer Recruitment and working in Educational establishments
- Hold a personal driving license

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- **Client centric** – Always have the client (and their customers) at the centre of everything we do
- **Passionate about Service** – Our service is our reputation so the quality of service needs to be the highest possible – there are no limits and we can always improve next time
- **Rigorous Management of results** – Focus on outcomes which might be financial, service drive, positive customer feedback, relationship building, partnership enhancement and contract longevity
- **Enthusiastic** - Displays a natural and sustained enthusiasm and energy
- **Self-Motivated** - Needs no encouragement to make things happen
- **Able to build and maintain relationships at all levels** - Is able to communicate within both client and Sodexo organisations
- **Inspired Leadership** – The team are excited by you and want to follow your lead
- **Strong but Flexible** - Always prepared to listen and consider the views of others
- **People Management** – Our success will come through our people. We must inspire, nurture and encourage the whole team to perform to their maximum potential. We are not scared to deal with challenges through effective performance management
- **Committed to Development** - Demonstrates recognition of others' contribution
- **Competitive** - Shows a healthy desire to win
- **Positive** - Focuses on what CAN be done
- **Personal Behaviour** - Recognises importance that our behavior has on the attitudes and actions of others
- **Responsible** - Conscious of the consequences of action or inaction
- **Conscientious** - Demonstrates a commitment to get things done on or before agreed deadlines
- **Decisive** - Willing to make and implement difficult decisions
- **Assertive and Influential** - Demonstrates a strong desire to lead situations and achieve goals
- **Analytical** - Shows an interest in and an aptitude for analysing situations and circumstances before taking action

9. Management Approval – To be completed by document owner

Version	WCGSM2017v1	Date	
Document Owner	Amanda Vettese		

