

Job Description- Contract Manager

Function:	Independent Schools
Position:	Contract Manager
Job holder: JD	J1 (General Services Manager 3 SAP ID 391_
Date (in job since):	
Immediate manager Michelle (N+1 Job title and name):	Amanda Vettese
Additional reporting line to:	
Position location:	George Watsons College

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

- Effectively manage the Sodexo team at George Watsons College to ensure that exemplary services are provided for catering & cleaning. To include pupil service, hospitality and internally and coffee shop
- Manage resources and promote an ethos of teamwork and to instil a culture of continuous improvement to put a smile of the face of those we serve.
- Work within the agreed annual budget and specification framework and to aim to exceed retail sales and patronage level
- To be responsible for leading and coaching the teams to ensure we are delivering against client and consumer expectations
- Foster long term profitable relationships with the schools and meet on a regular basis to review financial performance, innovation and feedback
- Provide direction and expertise to the operating teams by promoting Sodexo strategies and best business practices in order to uphold the Company mission and values
- To ensure all of our team fully understand the 3 steps to safety and stay safe at work

2. Main assignments

Catering Tasks

- Coordinate and direct all activities within the school that require catering
- Oversee the Cleaning Operation with Cleaning Manager as direct report
- Continually monitor all food standards in all service locations, to ensure that they are to the required client and Sodexo expectation.
- To provide support to the Cleaning Manager and encourage weekly communication between Catering & Cleaning
- Monitor all hygiene standards, to ensure they are maintained to the required client and Sodexo expectation as outlined by the Document Management System policies
- 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 and the Allergen and PPDS Policies are followed.
- To ensure that regular and effective promotions and special days occur and are planned and documented
- To work with the Senior Account Manager in the preparation of the annual Catering & Cleaning Budget
- Monitor financial performance (e.g. supply chain, sales, labour, expenses, internal issues) to ensure that the budget figures are maintained as a minimum and, when variances do occur, to provide written explanation of these costs, and to implement action plans for correction.
- Provide a monthly business review and Termly report ,and meet with the client on a monthly basis and provide detailed follow up notes
- Ensure all special functions are completed to the required standard of food and service and are also undertaken within pre-budgeted costs
- Undertake development plans for both heavy and light equipment to ensure pre-planned the client is aware of requirements.
- Ensure the team are up to date with all mandatory and other training requirements, either through Ingenium or GREAT cards
- Implement and use the Company tools and systems, to include EprophIT, DRIVe, UDC, Right time, Sodexonet, DMS – Document Management system to include all food and health and safety policies, Allergen & PPDS processes, Right to Work and Ingenium

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

People

- Select, recruit and induct the right team and retain using the Safer Recruitment tools
- Develop your people, produce a robust training plan, and ensure succession planning takes place.
- Measure the performance of your people by giving feedback and reviewing and completing the employee performance appraisal (EPA) process
- Manage the payroll system for all catering & cleaning staff using the UDC, Work Force Management Systems
- Communicate regularly – Adopt the ‘focus on five’ principles to include weekly Team Huddles
- Communicate the importance of a zero harm culture and 3 steps to safety using the tools available through the Sodexo net.

Client

- Ensure the food production team deliver the operation to the service standards agreed in the contract with the client.
- Attend meetings and produce monthly and termly formal review reports for the client.
- Implement Clients for Life processes
- Add innovation and new ideas to the offer to increase sales and margin percentages
- Complete a structured Termly Review to capture people, events, health and safety and Company updates
- Provide a proactive approach for all services to include recommendations and planning ahead.

Finance

- Complete the unit budgets and forecasts in a timely manner
- Protect the company’s and client’s profit by delivering your Sodexo budget each month
- Generate the monthly accounts back up required for the monthly meetings and explain all variances
- Ensure cash, stock, debt and assets are properly controlled
- Ensure the correct use of Sodexo suppliers
- Risk management – minimise risk and maintain profitability in line with all company policies.

Business Improvement

- Be proactive in overcoming barriers to success
- Work with the Client to grow external business and provide website brochures to supports events.
- 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
- Responsible for driving Continuous Improvement through the contract.
- Support – professional advice to peers and team sometimes away from the unit

4. 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.

- Manage and control the services to the agreed specification and to the agreed performance, qualitative and financial targets
- Manage the team to increase the Client and Sodexo's revenue opportunities i.e., commercial opportunities, labour efficiency and generate the growth operating profit (GOP) expected when required
- Nurture client relationships in order to develop them for long term partnerships
- Recruit, induct and develop talented employees within the business portfolio and to manage poor performance in line with Safer Recruitment Policy and Procedure.
- Management of Health, Safety and Environmental Legislation relating to Sodexo's areas of responsibility ensuring the statutory requirements are met and all records maintained up to date

5. 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.

- Market services to increase patronage and daily sales
- Supply Chain Management – ensure value for money is achieved through robust management of suppliers and measurement of performance.
- Identify opportunities for organic growth and new business.

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

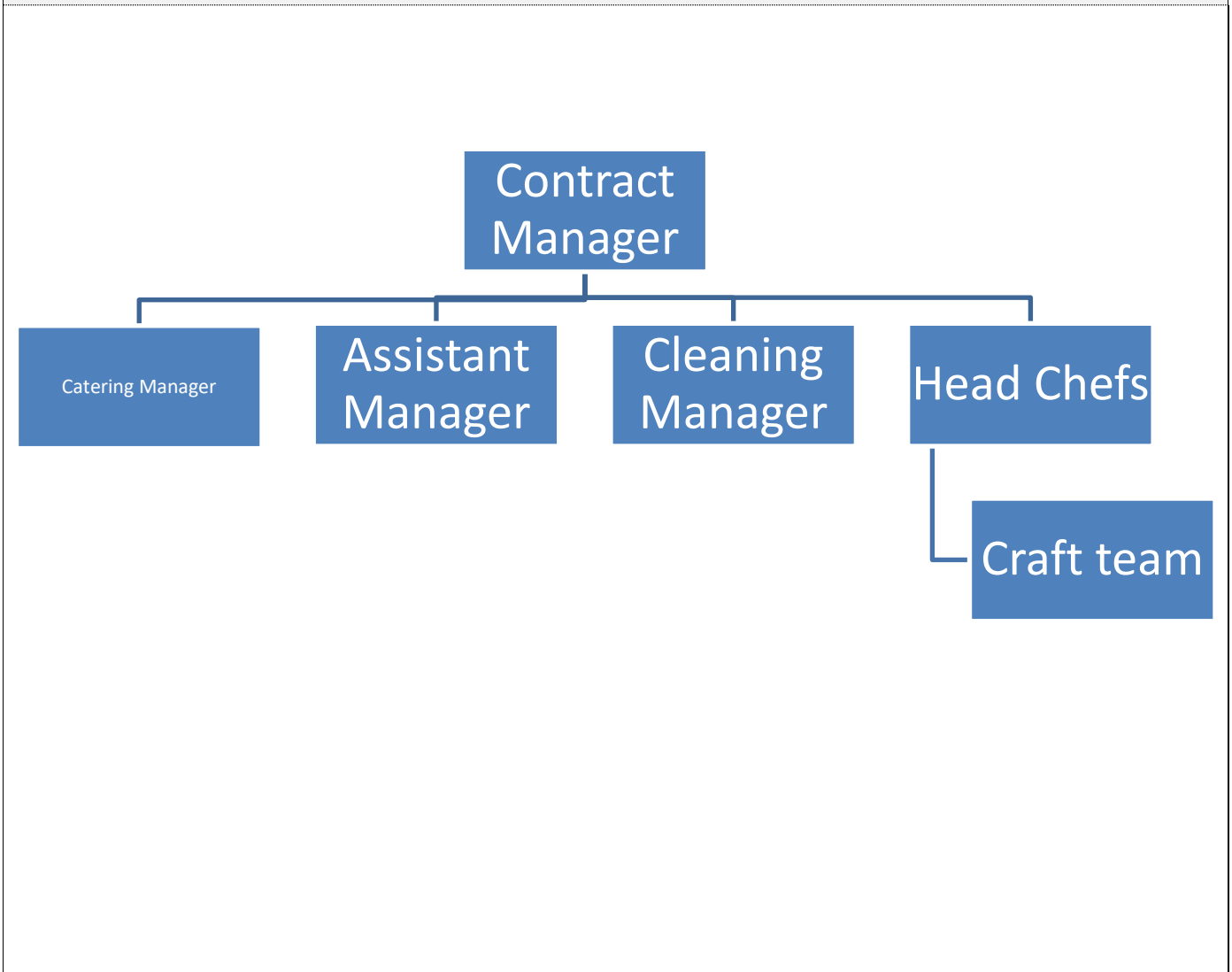
Essential Criteria

- Strong level of literacy and numeracy skills
- Experienced business manager who has operated in a commercial retail environment
- Experience of managing an overall budget with diverse functional components
- Highly effective communication and interpersonal skills
- Clear and effective leadership style
- Ability to analyse problems analytically, develop opportunities and implement innovative solutions/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
- Ability to work effectively as part of a team
- Flexible approach to role
- Use of social media for advertisements
- Food Safety and Health and Safety certification

Desirable Criteria

- Independent School experience
- Relevant higher level qualification in functional specialities (i.e. catering, facilities management)
- Experience of managing a large team

7. 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.



Levels

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Received:

Date:

Date:

Job holder

Immediate Manager