Job Description: Sodexo Live!

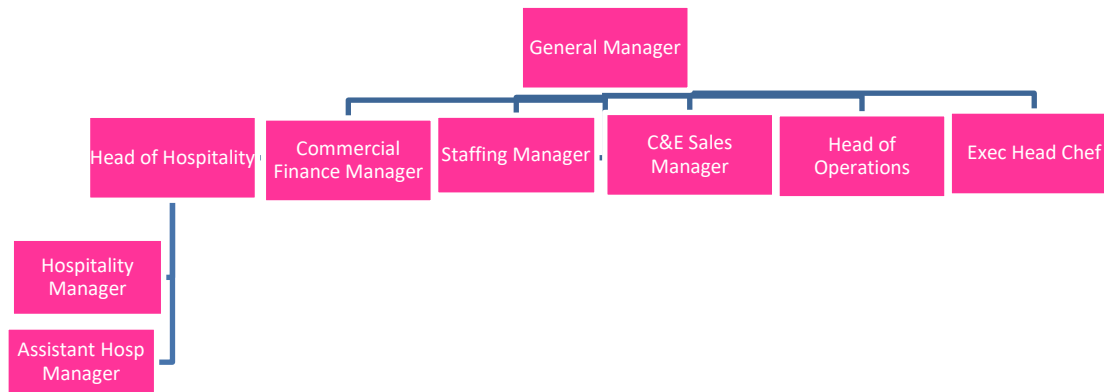| Function:	Sodexo Live!
Position:	**Head of Hospitality**
Job holder:	N/A
Date (in job since):	01.02.2025
Immediate manager (N+1 Job title and name):	General Manager
Additional reporting line to:	N/A
Position location:	The City Ground, Nottingham Forest FC

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

- Maximise the profitability of the contract within area of responsibility and deliver the required results.
- Manage site specific conference & banqueting, match day hospitality services and teams in accordance with the Contract and SLA's in place.
- Ensure business deadlines and targets are met in a timely manner and/ or as directed by the General Manager.
- Manage the services and teams to the agreed standards.
- Lead the team by example and take responsibility when needed, act with initiative, demonstrate energy and enthusiasm.
- Take accountability and responsibility for delivering required results.
- Maintain personal resilience in all situations.
- Prioritise workloads effectively, plan activities to meet the needs of others. Show attention to detail proactively plan activities and time to minimise reactivity and maintain a sensible work-life balance.
- Ensure company policies and security is adhered to at all times ref stock with no unauthorised access.

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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.

- Hospitality revenue disclosed at interview
- C&E revenue disclosed at interview
- Match day covers circa 1600

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.

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                          │ General Manager │
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 │ Head of    │ │Commercial│ │Staffing│ │C&E Sales│ │Head of │ │Exec Head   │
 │ Hospitality│ │ Finance  │ │Manager │ │Manager │ │Operations│ │Chef       │
 │            │ │ Manager  │ │        │ │        │ │        │ │            │
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 │ Hospitality│
 │ Manager    │
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 │Assistant Hosp│
 │ Manager    │
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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.

- Contract is performing to SLAs and budget and costs are being controlled by promoting cross-departmental efficiencies to assist in the control of labour costs.
- Measurably strong client perception and satisfaction with services delivered.
- High levels of client engagement via demonstrably strong relationships built on mutual respect and trust.
- P&L's managed to deliver and exceed budget, commitment registers kept up to date, purchase orders raised and authorised appropriately and business is traded correctly and on time
- High-levels of team engagement.
- All cost centres managed appropriately, commitment registers kept up to date, purchase orders raised and authorised appropriately and business is traded in the correct period.
- Service standards in line or above client expectations and reviewed on an ongoing basis for both match day and non-match day operations i.e. post-match and monthly.
- Lead in controlling costs in unit; costs controlled to budget and cross-departmental efficiencies are identified and developed i.e. labour, expenses and all variable costs.
- Maintain a positive team culture where all members work in collaboration and support each other as required.
- A positive working relationship with the client is evident with "Win-win" scenarios.
- Develop and maintain a positive attitude to continuous improvement with regular meetings to review service styles using mystery shop data and other feedback mechanics. Ensure full team engagement in the process
- Have open two way communication between all departments
- Processes are developed and followed to ensure all departments have the necessary information pre-and post-event
- All standards in the operational audits are effectively passed by the business units such as Safegard, Unit Business Health Checks and Mystery Shops.
- Maintain high performing teams, demonstrated through the EPA, talent and succession planning processes and staff engagement surveys and IIP accreditation.
- Maintain high standards of appearance and personal hygiene.

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

- Ensure that all the company's accountancy practices and guidelines are adhered to at all times and that business forecasts are carried out on a weekly basis to track performance V budget (forecast). Ensure that results are reported and action plans are put in place where necessary and as advised by the Commercial Finance Manager.

- Drive match day and non-match day sales and profit performance, through management and monitoring of KPI's; sales, labour, margin and expenses and line management of the Hospitality Manager

- Control all match day and non-match day department staffing operations, working closely with the Staffing Manager.

- Ensure that costs and expenditure are controlled in line with budget utilising nominated suppliers and maximising labour productivity in line with current labour efficiency models, policies and procedures-ensuring that forecasts and actuals are entered and remedial action is taken as appropriate in order to achieve budgeted/ forecasted P&L

- Lead the optimal utilisation of the site EPOS across all Hospitality areas. Ensuring sufficient training and use is monitored and managed. Become a super user for understanding and managing the back of house functions relating to the Hospitality department.

- Continually seek ways to enhance quality through innovation and cost efficiencies by monitoring performance against existing standards and ensure that standards across the site are in accordance with the SLA' in place

- Manage the Hospitality team to ensure that both business objectives are met and standards are delivered competently and consistently and personal objectives through regular 1-2-1 meetings, EPA's and business reviews ensuring that targets are monitored and met. Develop a motivated, respectful, trusted and stable team by giving clear direction, sharing information and employee engagement

- Work closely with the Staffing Manager to ensure the unit has a training plan and that all statutory and bespoke training is scheduled, carried out and recorded liaising with other departments as necessary

- Ensure compliance with Human Force for all shifts and approvals, keeping to deadlines to ensure timely and compliant payroll process can be carried out.

- Lead and manage the Hospitality team and actively promote The City Ground for both internal and external clientele

- Undertake duty management and operational shifts as required

- Control GP through ensuring cash and stock is managed and liaise as appropriate with all depts. To ensure client billing is both accurate and timely. Liaise with 3rd party suppliers as required to support this.

- Good productive long term client relationships are developed with clients and agents and our on-site client to generate win-win situations. Manage complaints in a proactive manner and implement action plans to rectify as necessary

- Ensure the unit complies with all company and client policies, site rules and statutory regulations i.e. licencing laws, Trading Standards and EHO.

- Be an advocate for Health & Safety for the department. Managing H&S operational requirements for the site by working closely with the H&S Manager. Comply with local regulations examining safe working practices, RA's, hygiene, accidents, fire and COSHH requirements including awareness of any specific hazards in the workplace.

- Facilitate a high support, high challenge performance management culture that motivates an engaged workforce.

- Manage and update a post-match-day maintenance log and take necessary actions as required.

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.

- Service Standards across site are either in line with or above our client's expectations and reviewed on an ongoing basis.
- Labour control
- Operational standards on all match days
- EPOS back of house management
- Health and Safety utilising the Sodexo SEM's system
- Develop and grow match day sales, establishing a target led culture.

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

Essential

- High standard of literacy and numeracy
- Experience in leading a Hospitality operations team
- Expertly manage day to day challenging client relationships
- Well-developed verbal, non-verbal, presentation and communication skills
- Experience of delivering high quality hospitality operations
- Operational knowledge, skills and experience in managing multi service operations
- Management of large and diverse teams
- Manage multiple workloads and shifting priorities
- Deliver excellence in operational service standards and customer satisfaction
- Demonstrate resilience when faced with conflicting business challenges
- Excellent interpersonal skills and ability to communicate effectively with customers, clients and employees at all levels
- Achieve set, standards and operate to performance criteria; for example health and safety, hygiene
- Stadia or large event space management experience
- Self-motivated and able to work on own initiative

Desirable

- IOSH managing safely qualification
- SIA personal licence holder

Contextual or other information

- To attend meetings and training courses as requested.
- This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

8. Management Approval – To be completed by document owner

Version	1	Date	
Document Owner	Rachel Fox		

9. Employee Approval – To be completed by employee

Employee Name		Date	