

Job Description: Operation Manager



Function:	Business Manager (Medium)
Position:	Operation Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Account Manager
Additional reporting line to:	MD – Dorney Lake
Position location:	Eton Dorney, Eton

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

- 1. To maximise the profitability of the contract.
- 2. To manage the site specific catering, hospitality and sales services and teams to the agreed standards.
- 3. To ensure that business deadlines and targets are hit.
- Leadership – takes responsibility when needed, acts with initiative, and demonstrates energy and enthusiasm. Lead, train and motivate a team of both full team and casual workforce working on a flexible basis over 52 weeks.
- Results Orientation – takes accountability and responsibility for delivering the required results. Management of onsite F&B to the agreed standards. This will include commercial and corporate events including conferencing and weddings, internal meeting room hospitality, sports events including regatta and triathlon and other public facing catering. Oversee the Housekeeping team to agreed service specifications and standards
- Resilience – maintains personal effectiveness in all situations.
- Planning and Organisation – prioritises workload effectively, plans in activities to meet the needs of others, is thorough and shows attention to detail, proactively plans use of time to minimise reactivity, maintains work life balance.
- Financial and Business Awareness – numerate, reviews own activities to ensure cost effectiveness, keeps up to date with business developments, uses company tools measure performance.
- Client Relationship – develop a long-standing, productive client relationship in line with the “Clients for life” ethos, identifying sales opportunities, converting sales opportunities, cancelling feedback and ensuring repeat business opportunities are maximised
- Compliance - ensure compliance to all company and legislative policies and procedures and ensure H&S is paramount

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.

Financial

- Estimated annual venue turnover: £894k
- Target gross profit: 70%
- Average spend per head across the delegate day rate (DDR) tiers: £70p/h + VAT

Volume and activity

- Events delivered per year: approx. 180 events per year (including 35 sporting events)
- Typical event size: 5 to 3000 guests. Peak single-day capacity: 150-200 guests
- Range of formats, delivered across the Dorney Lake and Eton College Venue sites:
 - Delegate day rate packages (Signature & Wellbeing)
 - Afternoon and cream tea
 - Gala dinner and fine dining
 - Weddings
 - Casual dining
 - Cultural dining
 - BBQ & Buffet
 - Bowl food and stations
 - Eton Eatery Concessions
 - Eton College formal dining
 - Seasonal programmes such as Christmas parties
 - Operating seasons: year-round, with peak demand April – July & December (Festive Period)

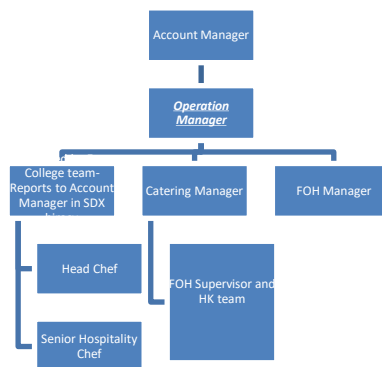
People

- Direct reports: 6 (e.g. Catering manager x2 Catering Supervisors, house keeping team)
- Total Catering team: 6 FTE, plus 15 casual and event staff at peak- Exec Head chef reports to Account Manager

Scope

- Reports to: Managing Director (Client) & Account Manager (Sodexo)
- Venues and outlets covered: Dorney Lake, Boveney Court, Eton Eatery Concessions, Eton College Venues
- Operates within the Sodexo framework (supplier contracts, sustainability targets, compliance standards)

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.

- Ensure that the Company's accountancy practices and Project CLEAR guidelines are adhered to at all times and that business forecasts are carried out on a weekly basis to track performance against budget. Ensure that results are reported and action plans put in place where necessary.
- Ensure that costs and expenditure are controlled in line with budget, utilising nominated suppliers and maximising labour productivity in line with the company's labour productivity models, policies and procedures – ensuring that forecasts and actuals are entered and remedial action taken as appropriate.
- All operational audits are passed by the unit – DMS audits and Unit Business Health Check
- The fixed term and casual labour pool is managed in line with the Labour Productivity Project and through liaising with other departments and is flexed dependant on the needs of the business on a weekly basis.

- All cost centres under your control or the control of your team are managed appropriately, commitment registers are kept up to date, purchase orders are raised and authorised appropriately and business is traded in the correct period.
- There is a proactive attitude to continuous improvement with regular meetings to review service styles and menu offers as well as customer feedback, ensuring that the whole team is engaged in this process.
- Processes are developed and followed to ensure all departments have the necessary information both pre and post event.
- Continually seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards and ensure that standards across the site are in accordance with the Service Level Agreement in place with the on-site Client.

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

- Ensure that the Company's accountancy practices are adhered to at all times and that business forecasts are carried out on a weekly basis to track performance against budget. Ensure that results are reported and action plans put in place where necessary.
- Ensure that costs and expenditure are controlled in line with budget, utilising nominated suppliers and maximising labour productivity in line with the company's labour productivity models, policies and procedures – ensuring that forecasts and actuals are entered and remedial action taken as appropriate.
- Attend a monthly financial review with Account manager plus onsite client representatives as required.
- Continually seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards and ensure that standards across the site are in accordance with the Service Level Agreement in place with the onsite Client.
- Ensure that key members of the team are briefed on their role in this delivery.
- Manage the operations team to ensure that both business objectives are met and standards are delivered competently and consistently and personal objectives through regular one to one meetings, annual EPAs and business reviews, ensuring that targets are met and monitored. Develop a motivated, respectful, trusted and stable team by giving them clear direction, sharing information and employee involvement.
- 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 that the Unit payroll is administered correctly for establishment staff and casual workers in accordance with their terms and conditions.
- Develop long-term client relationships in line with the 'clients for life philosophy' to enhance the retention of current clients and customers, gain referrals for new business and attract new customers.
- Undertake duty management and operational shifts as required to support the business.
- Ensure that stock is managed and liaise as appropriate with other departments to ensure client billing is accurate and timely.
- Good, productive long-term client relationships are developed with clients and agents and our onsite client, to generate 'win-win' situations. Manage any complaints in a pro-active manner and implement actions plans to rectify where necessary.
- Seek new ways to drive revenue for the business and maximise sales across all operational departments.
- Ensure the Unit complies with all Company & Client policies, site rules and statutory regulations. Ensure that there is two way communications with HSEQ and that any incidents or accidents are managed appropriately and effectively in conjunction with HSEQ
- Facilitate a high support, high challenge performance management culture that motivates an engaged workforce.

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.

- There is a positive team culture where all team members work together and support each business area as required.
- Develop long-term client relationships in line with the 'clients for life philosophy' to enhance the retention of current clients and customers, gain referrals for new business and attract new customers.
- Service Standards across site are either in line with or above our client's expectations and reviewed on an ongoing basis.

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

Essential

- Operational knowledge, skills and experience in a Conference & Banqueting and Public Catering environment ideally in a sports venue. Experience in weddings is also essential.
- Proven track record of driving sales and maximising revenue in partnership with an onsite client team
- Management of Profit and Loss Accounts and acting on their results
- Management of a team
- Quality focused, strong commitment to a fresh food philosophy and driving excellence in customer service
- Resilience and an ability to manage multiple tasks and prioritise importance

Desirable

- Proven track record in a similar role
- Excellent communication skills both upwards and downwards, internally and externally
- Resilience to manage multiple tasks and prioritise importance
- Experience of working within an IIP framework.
- Experience of working successfully with accrediting and regulatory bodies and implementing associated programmes.

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

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version	V1	Date	October 2026
Document Owner	Carolyn Clark		

10. Employee Approval – To be completed by employee

Employee Name		Date	
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