

Job Description:
[Business Manager]

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| Function: | Independent & Private Schools |
| Position:  | Catering Business Manager |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Dermot Moloney |
| Additional reporting line to: |  |
| Position location: | Clongowes Wood College, Co. Kildare |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To manage a 7 day per week boarding school catering contract.
* Responsible for 30 Client staff
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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. |
| Revenue FY15: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * 800k client revenue contract
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Draft. Version: 27-03-2014

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| 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. |
| David Fox (MD) – Deirdre Saunders (DD) – Dermot Moloney – (AM) – Business Manager CWC. |

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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. |
| * Motivating and managing others
* Developing others
* Team Player
* Commercial acumen and business sense
* Building Client Relationships
* Impact and Influence
* Creative problem Solving
* Quality Focus
* Organisation and Planning
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To ensure financial aspects of catering/facilities operations are managed professionally and within the financial guideline agreed with the client
* To ensure the premises are kept to agreed level of cleanliness, and maintain safe working practices at all times
* To control expenditure undertaken as part of the contract including payment of wages, overtime, managing absence, bonus and other employee related costs
* To represent Sodexo at client meetings as required
* To attend appropriate training courses, conferences and meetings as directed by the company or client
* To ensure the standards across the sites are in accordance with the service level agreements and key performance indicators as specified in the service contract
* Recruit, manage, induct, train, motivate and appraise staff to promote good employee relations and operate within Company procedures, legislation and the Investors in people standards. (Staff appraisals to be conducted at least annually). Maintain training records for all staff, ensuring that individual needs are recognised and met either through on or off job training
* Hold monthly team briefing meetings using Company team brief format
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| 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. |
| * Ensure that all financial targets are achieved within a framework of absolute financial control
* Efficient financial management of client business within agreed budgets providing clients with a financial breakdown and information as required.
* Deliver budgeted profit and turnover for account/s as agreed with line manager.
* Define and deliver unit business plan in line with 3 year plan for the division
* Actively seek and identify opportunities for business growth within the contract and external market.
* Ensure compliance with company purchasing policy
* Ensure high levels of customer satisfaction are monitored, measured and managed.
* Manage clients proactively, ensuring their expectations are exceeded, and ensure the prompt and efficient delivery of all services to the agreed standards.
* Ensure delivery of Sodexo Ireland’s food offer and brand as appropriate for the site and as per the instruction of the Account Manager.
* Responsible for recruitment and management of unit personnel, including personal development, reward and recognition, appraisals, health & safety, and communication of shared goals.
* Ensure the Sodexo Health & Safety policy is adhered to and that all unit personnel are aware of the policy and their responsibility for it's implementation
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * 2 - 3 years leadership and supervisory experience preferable
* Excellent interpersonal skills
* Excellent team building skills
* Good financial acumen
* Good front of house skills
* HND or equivalent
* Relevant vocational qualifications an advantage
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**EXAMPLE**

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| Version | 1 | Date | 7th October 2025 |
| Document Owner | Dermot Moloney |

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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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