

Job Description:   
CPU Operations Manager

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| Function: | | | | Defence & Government Services | | | | | | | | |
| Position: | | | | CPU Operations Manager – Operations Manager – Band A | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Food Services Manager | | | | | | | | |
| Additional reporting line to: | | | | Guest Services Manager | | | | | | | | |
| Position location: | | | | Colchester PFI – Central Production Unit (CPU) | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * The overall accountability and responsibility for all aspects of the food production operation within the CPU including purchasing, storage, preparation, cooking, packaging and distribution of a rage of ambient, chilled and frozen dishes or ingredients to various kitchens within Colchester PFI contract in an efficient, safe and profitable manner * Ensure that all UK and EU food safety legislation and other risk analysis systems where appropriate are in place * Embrace the principles of Collaborative Business Relationships (BS11000), in line with Sodexo’s vision and values | | | | | | | | | | | | |
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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 FY13: | €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 | | Key Performance Indicators (KPIs)   * Achieve the budget set for the central production unit * Pass all internal and external company, client and local authority audits and inspections * Maintain professional working standards at all times, working within the requirements of company health and safety procedures and maintain all records ensuring company and legislative compliance * Effective communication with line manager, team customer and client organization * Completion of team briefs, PDRs and improved employee engagement | | | | | | | | | | |

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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. |
| Add org chart |

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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. |
| * Ability to be flexible in order to meet the needs and demands of the client and customer orgainisation * Travel and overnight stay maybe required to undertake training and other business requirements * Maintain and develop knowledge base with regards to food production, health and safety, food safety and legislative compliance |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * **Finance** * Prepare and present the annual budget and business plan in conjunction with the Food Services Manager, Guest Services Manager and Commercial Finance Manager * Ensuring all financial and trading deadlines are met to ensure accurate and compliant budgetary and financial controls * Effective P&L management of the contract to deliver on budget. To include but not limited to:   + - * Review actual performance against budget with management team and create action plan to correct any shortfall identified       * Identify improvements to service provision by evaluating and reviewing traditional methods and working practices       * Identify and implement new ideas and innovations within the contract subject to a service managers approval       * Preparation of accurate forecast, financial reports       * Implementation of amendments * **Contract and company compliance** * Ensure that robust control procedures are implemented and maintained so as to minimise wastage/shrinkage during production, the storage and distribution of stock and to maintain the security of the premise, stock, cash and physical assets * Identify amendments and manage process with manager * Ensure authorisation is obtained from Manager prior to undertaking any additional services * Implement action plans to close out any areas of shortfall identified in contract audits such as, LSI, Safeguard and internal and external audits * Plan, implement, monitor and control the quality of service to the company and contractual standards * Ensure compliance with all current legislation and cook chill guidelines, including Hazard Analysis and Critical Control Points (HACCP) in role of HACCP Team Leader * Maintaining an up to date knowledge of food and health and safety legislation identifying changes and developments to meet legislation and your SME status within the Colchester PFI * Maintain IIP and / or ISO standards * **Hygiene, Health and Safety** * Comply with all company and client policies, site rules and statutory regulations relating to health and safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place and correct utilisation of required personal protective equipment * Attend to and take all necessary action, statutory or otherwise, in the event of incidents or accident, fire, theft, loss, damage, unfit food, or other irregularities and take such action as may be appropriate * **Personnel and Training** * Comply with all relevant Sodexo and client policies and procedures * Responsible for the completion of EPAs/PDRs for your team. Continually review and identify staff training and development needs in conjunction with PDR’s and L&D * Attend and deliver team briefs, huddles and meetings. Attend company training courses * Manage all employee related matters within CPU to include but limited to staff recognition, productivity, performance, disciplinary and capability within unit and where necessary involve HR to ensure compliance and achieve the business goals * Ensure that recruitment procedures are correctly followed and that any recruitment is correctly authorized including security and immigration processes * **General Responsibilities** * Developing and maintain a range of cook chill products suitable for chilling/freezing and reheating that meet the client/customer requirements * Maintain and record daily formal and informal communications with client and customers * Attend formal and informal meetings * Ensure client requests are responded to in a timely manner, promoting Sodexo in a professional and business-like manner at all times * Carry out other reasonable tasks and/or instructions as directed by management |

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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. |
| * Maintain and develop a positive working culture and environment for all colleagues through sound leadership, effective communication and delegation * Management of client relationships and expectations. Maintain formal and informal communications with both client and customer * Manage all aspects of Health and Safety, Environment and Quality Assurance. Role modelling safe behaviour and reporting unsafe behaviour, near misses and accidents/incidents to management in a timely manner * Maintaining company compliance by ensure that the company/contract accountancy, documentation, audits and administration procedures are carried out to the required standard * Maintaining legislative compliance by ensuring that all aspects of the business are conducted in accordance with all relevant statutory requirements and codes of practice. Including cook chill guideline requirements are met utilising Hazard Analysis and Critical Control Points (HACCP) and other risk analysis systems where appropriate * Have full control over profit and loss account, including the correct control of costs and re-sources. Optimise sales, marketing and opportunities for organic growth of services |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Advanced level 4 HACCP * Level 4 CIEH food safety or equivalent * H&S Level 4 CIEH or equivalent * Previous manufacturing experience essential * Proven track record in profit and loss management * Proven track record in leading, managing and development of a diverse team * Proven experience of managing long-term client relationships * Must be able to demonstrate effective verbal and written communication * Able to work on own initiative and within a team environment * Demonstrate attention to detail and adherence to standards * Computer literate |

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| 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 |  | |