

Job Description: General Manager - Bateaux

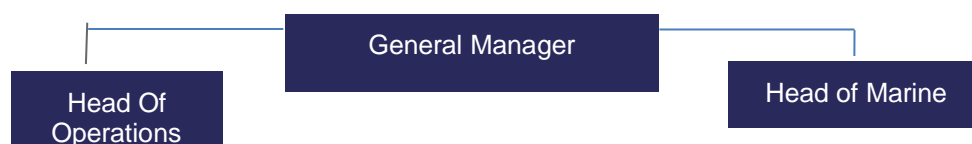
Function:	Management
Position:	General Manager
Job holder:	
Date (in job since): n/a	
Immediate manager (N+1 Job title and name): Managing Director Sports & Leisure – South	Operations Director - London
Additional reporting line to:	Business Support Director
Position location:	Bateaux London

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

- This is a highly prestigious role running a long-standing business with 2 river cruise boats based on the river Thames. The successful candidate will be responsible for bringing together all the key Head of Departments within the office (namely Marine, Operations, finance, sales & marketing, HR and administration).
- There was an exciting investment project which was completed 2019 which saw a full refurbishment of The Glass Room London as well as a Bar on the Pier creating a fantastic hire space for events. This injection has seen the Bateaux cruises at the forefront of river entertainment and cuisine.
- The candidate will assume full P&L responsibility for the business with a turnover presently in excess of £6m and looking to grow after the CAPEX investment.
- This person will be at spearhead of the business and should show leadership qualities appropriate for a flagship business of Sodexo. People are a major focus for the business and the candidate will control the full time team of 30 as well as the casual workforce of over 50 staff in any given day.

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.

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.

- Bateaux is a complex business with all elements falling under the remit of the General Manager. The successful candidate will need to be skilled in project management as well as operation excellence
- As a flagship business both to Sodexo UK and in France, the candidate will need to be comfortable in the spotlight and with an ability to drive change in an established business.
- Leadership will be paramount with a combination of highly experienced staff and several key positions still finding their feet. The team need a visionary leader and one who is passionate about the success of the business.
- Any business mixing tourism, fine dining and maritime needs a diverse approach to ensure all parties are aligned with the best results for the business.
- As with any business relying on a combination of full-time and casual labour, ensuring the various facets are adjoined and decisions are made for the best of the business and our most valued resource namely our team.

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

- Control of all P&L management for the full business ensuring decisions are in line with best practise.
- Driving the sales and marketing teams to ensure the boats are yielded and the teams are motivated to succeed.
- Food & Beverage is a primary part of the experience and therefore the successful candidate will need to combine the business interests while ensuring value and great service are given to the customers on board.
- Innovation is key and Bateaux should be remembered for its culinary excellence so encouraging the cullery team to bring new menus and offers is vital to the business.
- Training and development of the full-time and casual team to drive these high standards will always be a primary benchmark of success throughout the business.
- Working with the Head of Marine is crucial to ensure the safety of our crew and customers are at the forefront of every decision.

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.

Growth, client and customer satisfaction

- Identify organic growth opportunities through brand development, innovation and new initiatives within the business
- Seeks new ways to drive revenue and grow accounts through yield management.
- Ensure sales partners are performing within the agreed parameters at all times
- Ensure that clients / customers receive services delivered within contractual terms and these are delivered in a cost effective way
- Develop strong long term relationships with agents in line with Clients for Life (CFL) philosophy to enhance the retention of current clients and customers, gain referrals for new business and attract new clients and customers.
- Deliver Clients for Life development plans and increase client retention/growth

Rigorous management of results

- Strong commercial management to maximise the profitability of the business ensuring that costs and expenditure are controlled in line with budget, utilise nominated suppliers and maximise labour productivity in line with the company's models, policies and procedures.

- Ensure forecasts are completed and track performance against budget taking appropriate actions to manage the P&L.
- Ensure each vessel has a business plan, prepare and control the budget each year linked to the overall segment business plan and strategy of the segment – ensuring it is reviewed regularly, measuring key objectives and goals. Ensure key members of the team are briefed on their role in the delivery.
- Ensure stock is managed by instructing the team to carry out stock counts and fixed asset and cash handling audits in line with the procedures set out in the unit business health check
- Review purchasing information to ensure the most effective purchasing is being undertaken
- Ensure that Sodexo accountancy practices and controls are adhered to at all times and carry out audits in all areas of business to ensure that your managers are following the correct processes and procedures.
- Carry out in-depth reviews with each Business Manager at the end of each period to discuss their financial and departmental performance. Ensure any variances are acted on in an appropriate way.
- Understand and apply Sodexo resource management principles, tools and processes to manage labour effectively
- Monitor and review service delivery against agreed operating procedures and best practices and drive improvements through continually seeking ways to enhance quality through innovation and cost efficiencies
- Effective management of agents, suppliers and contractors
- Facilitate effective communications between the centre and the respective head of department.
- Ensure direct reports are delivering the business to the right quality standards by reviewing and challenging reports on achievements against operating standards and ensuring action plans are put in place to ensure the standards are met.
- Performance measurement of business against balance scorecards with management team
- Ensure that health and safety is given the number one priority by delivering all Safeguard administration in advance of and during logistical operations. Lead where appropriate, and take part in management and employee briefings to deliver safety information to include; Food Safety, Health and Safety, Fire Safety, First Aid and any statutory site specific safety requirements
- Ensure the business complies with all Company policies and procedures/site rules and statutory regulations and that licences and qualifications are met and retained and consequences managed appropriately. This is to include Marine licences.
- Ensure that the appropriate training and development plans are in place for all employees within the business to ensure that statutory requirements are met and development training activities are carried out and recorded
- Ensure all company systems such as Eprofit, accountancy and UDC payroll are applied correctly on site and that payroll is administered for establishment staff and casual workers in line with their terms and conditions
- Ensure the unit complies with company controls and meets all other audit standards

Leadership and people management

- Recruit, induct, motivate, manage, train and develop all employees following Sodexo HR policy and guidelines
- Coach and manage employees using the Sodexo performance review processes, talent development and succession planning.
- Apply Sodexo people management processes, policies and procedures to project a high support, high challenge performance management culture that motivates an engaged workforce
- Role model the focus on five behaviours to improve engagement and enhance performance. Ensure that these principles are embedded within the business, corporate messages are communicated to the teams and a high level of engagement is maintained to promote a high performing workforce
- Coach Heads of Depts to develop and grow strong relationship with stakeholders to ensure a effective long term partnerships
- Provide support to heads of department to develop their teams and encouraging them to develop innovations for the business
- Lead remote teams effectively using appropriate communication and developing an engagement strategy
- Build personal effectiveness in all situations

Brand Notoriety

- Promote Sodexo as the preferred employer, internally and externally, adhering to the Sodexo recruitment policies and raise the profile of Sodexo in local communities, building relationships with key stakeholders
- Promote the health and well-being of employees
- Live the Sodexo values and promote brand standards as an ambassador.

- Drive all aspects of service excellence across the business area including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards.

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

- Graduate calibre with strong experience in tourism venues, hotels or multi-site businesses
- Experience of senior management and project management
- Experience in change management
- Experience of motivating a team and guiding a business with good pedigree.
- Experience of working successfully with P&Ls and driving bottom line profits through improved sales and managed costs.
- Experience of working in or around the food and beverage business.

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

▪ Growth, customer satisfaction & quality of services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			

10. Employee Approval – To be completed by employee

Employee Name		Date	
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