

Job Description



Function:	Operations
Position:	Head of Logistics & Supply Chain
Job holder:	N/A
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	General Manager –
Additional reporting line to:	N/A
Position location:	Fulham FC

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

- Responsible for the development of an on-site logistics plan working with the Venue Partner to discharge conditions against planning.
- Supporting all departments, working across Craven Cottage and Fulham Pier in its entirety.
- To continue to oversee the planning of day-to-day, event and matchday logistics. Entailing furniture setup, deliveries and portering.
- Building and keeping relationships with suppliers near and far and working to deliver the site set up in an economical and cost-effective way, by means of transport logistics, storage and central distribution.
- To be responsible for the storage and distribution of all stock including equipment, food, and liquor stock.
- Responsible and accountable for the procurement of all catering goods coming into the stadium by controlling the ordering, receipt, distribution, storage and of all items as well supporting the accounting reconciliation thereof.
- To support the wider team to deliver against the key business indicators, as laid out in the business plan.
- To take ownership of the recruitment and training for the full-time and variable logistics and supply chain team.
- To ensure that all legislative and client policies are fully implemented and complied with within the logistics and supply chain function.
- To be responsible for implementing legislative and annual maintenance requirements.

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

- Manages procedures for stock inventory control and ensures compliance with all health and safety policies and procedures.
- Plan rosters to ensure logistics support for early starts and late finishes , to ensure all operational requirements are fulfilled and a logistics rep is on-site throughout setup and break-down daily.
- Leads the logistics and supply chain team in all daily tasks and monitors the performance and development of logistics personnel including the training in Sodexo Live! Health and Safety practices.
- Comply with the Sodexo Food Safety and Health & Safety policies and processes.
- Ensure all Food Safety and Health & Safety policies and processes are adhered to among direct reports.
- Comply with the Stadium and Logistics compound site regulations.
- Develop strong working relationships with the Venue Partner and third parties and operate proactively to enhance client retention and customer satisfaction.
- Carry out regular contract performance review meetings with the Venue Partner and attend planning meetings where appropriate and Sodexo teams in the lead up to operations.
- Communicate regularly with the business to understand the requirements of each logistical operation and ensure that they are fully informed of any risks, issues or opportunities which may impinge on service delivery.
- Plan, direct, co-ordinate and implement a detailed logistics and transport plan which is carried out for each activity and ensures adherence to service level requirements.
- Source and book required suppliers, supplies, equipment, and transport to perform the required logistical operations.
- Take responsibility for stock management, ensuring stock takes are carried out with due diligence and in accordance with policies and guidelines e.g., frequency and standards and replenish stock levels as required
- Liaise with the Venue Partner and their appointed partners, to gain access to necessary areas and follow any specific procedures to deliver the Sodexo operations.
- Execute the planned logistics for each venue to the requirements of the business manager and where appropriate the client, ensuring the SLA's and services are delivered within the agreed standards.
- Plan and monitor all driver/operator movements to ensure the legal and safety requirements are met in respect of driver hours, routing to venues, access to sites and the safe loading and unloading of vehicles.
- Assist with space planning and deliver professionally executed plans to the Venue Partner thus giving confidence that the business needs are met efficiently.
- Manage and liaise with other stakeholders, to ensure all orders are received in a timely manner and delivered to site as and when required. Manage the return of equipment to relevant suppliers.
- Support Head of Departments and line manager through regular monthly meetings.
- Manage the costs of logistics, transportation, and procurement of supplies - wherever possible eliminating unnecessary costs, in line with the profit and loss forecast and budget for the venue.
- Ensure that Sodexo accountancy, documentation and administration procedures are delivered to the required contractual specifications.
- Maintain the standards and integrity of the service always offer and Service Level Agreement. Ensure the team carry out a daily service audit and perform activities detailed in the service offer manual under Key Performance Indicators to the frequency and level required.
- Make commercial decisions in reaction to market changes to maximise revenue and discuss business performance with key stakeholders.
- Implement, maintain, and communicate to employees, the Venue Partner and Sodexo standards and statutory regulations relating to safe systems of work, health and safety, food hygiene and Company Quality Management system in order to ensure compliance.
- Ensure that all statutory regulations, Venue Partner, and Sodexo policies concerning the employees are adhered to.
- Have a broad understanding of all Sodexo risk, reporting and governance processes; ensuring compliance with all company, Venue Partner and on-site policies and procedures/systems and statutory regulations and ensure that licences and qualifications are met and retained, and consequences managed appropriately.
- Ensure compliance with nominated suppliers in line with Sodexo policy and ensure suppliers have undergone rigorous safety checks through the Vendor Governance Team.
- Ensure that Health and Safety is given number one priority including the delivery of all Safeguard administration in advance of and during logistical operations. Lead where appropriate and take part in management and staff briefings to deliver safety information to include Food Safety, Health and Safety, Fire Safety, First Aid and any statutory, client or venue specific safety requirements. Walk the floor, be seen and encourage a safe and compliant culture amongst all the Sodexo Team working on-site.

3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Accurate and effective stock management
- Ensure safe and secure movement of stock, equipment and other items requiring using aided device (pallet truck, trolleys, forklift, and sack barrows)
- Always apply Safe Systems of Work
- Meet legal, company and client requirements regarding fire, safety, health, food hygiene, and the environment
- Management of onsite procurement, accounting and stock management and systems (ie, Eprophit, RTS)

4. 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 all purchasing is in line with the company's purchasing policies. Management of product lines and database maintenance to ensure that all obsolete products are removed, and stock sheets are kept to minimum, a coherent stock management system is in place and that stock management procedures are documented and adhered to at all levels.
- Management stock reports are completed in line with the requirements of the organization and are a true and accurate reflection of the stock holding at any given time. Ensure that all stock wastage from within the stores & cellars is accurately recorded and written off through approved processes. To ensure that all stock is always maintained / rotated within secured areas to minimize the possibility of loss through pilferage.
- Ensure that sufficient equipment stocks are held to meet the operational requirements of the business and that all new equipment is ordered accordingly.
- Ensure compliance with nominated suppliers in line with Sodexo policy and ensure suppliers have undergone rigorous safety checks through the Vendor Governance Team. Manage all catering assets owned by Sodexo or the Venue Partner and track these accurately to ensure optimal usage whilst executing preventative and reactive maintenance plans which are carried out in accordance with agreed guidelines.

5. 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.

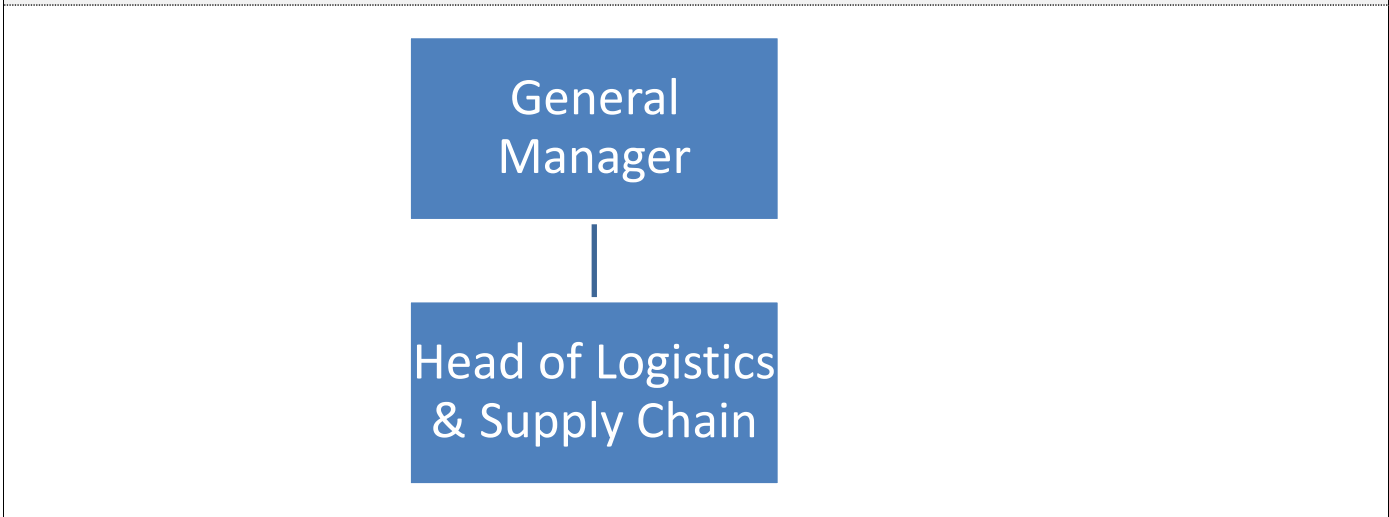
- Lead and manage a team of up to 10 salaried and variable workers
- cost of goods movement / controllable cost management
- Health & Safety legislation
- Sodexo Vendor Governance

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

- Excellent attention to detail and high level of compliance
- Excellent computer skills and proficient in all Microsoft packages (SAP skills desirable)
- Excellent communication skills both verbal and written
- Great planner with ability to analyse data scrutinising it from various perspectives, as well as have the drive to take ownership of projects and see it through to completion
- Demonstrate leadership and vision in managing staff groups and larger projects or initiatives
- Excellent Interpersonal skills and open to direction and collaborative work style and committed to get the job done
- Commitment to high professional ethical standards and a diverse workplace
- Ability to challenge and debate issues of importance to the organisation
- Ability to look at situations from several points of view and think critically outside the box.
- Logistics, Operations Management, Supply Chain, or a related degree desirable

- Hands-on project management experience for catering projects working with inter-departmental teams; and practical knowledge of catering and F&B industry
- Demonstrated leadership and resource management experience and ability to collaborate, motivate, and coach, and supervise others
- Persuasive with details and facts
- Passionate about food

7. 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.



Levels

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Received:

Date:

Date:

Job holder

Immediate Manager