

JOB DESCRIPTION

Function:	Energy and Resources
Position:	ASSISTANT MANAGER HOSPITALITY
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Hospitality Manager
Additional reporting line to:	N/A
Position location:	Shell Centre London Campus, London, Waterloo

1. Purpose of the Job

- Along with Hospitality Manager and Head Chef drive the delivery and development of the food offer, services and events through commercial initiatives, innovation, and team development.
- To manage the IBM front of house hospitality team and work closely with chef team to produce and serve the catering in the IBM Innovation Studio and support wider Shell Campus. Ensure great communication is happening between teams and areas.
- To work with other HODS to drive service across Shell London Campus
- To ensure prompt and efficient service in all food areas to the company's standard and to the client's satisfaction.
- To support that the site budget is met and exceeded and that all company audits & documentation are attained to the required standard.
- To deliver passion, drive and great customer service that is expected at a flag ship London corporate head office.
- To encourage a 'can do', multi skilled, one team ethos across departments
- To lead by example through behaviour and personal presentation.
- Ensure that all food is prepared with due care and attention, particularly in regard to customer special dietary requirement and allergen management.

2. Organization chart

3. Context and main issues.

- Consistency across the food service in standards, presentation and quality.
- Support site targets of achieving GP, managing costs, control stock and labour
- Monthly reports are completed within agreed timescales (Client invoice, departmental transfer, Stock count etc)
- Direct reports are managed effectively, including huddles, training, HR issues and EPAs
- Positive customer and client feedback which will be measured during client reviews.
- Achieve all agreed Company standard in all audits and inspections.
- Use of allocated system to manage operation – eg Lean path, Kronos , e profit

4. Main assignments

Growth, client and customer satisfaction

- To regularly monitor customer feedback and ensure all issues are dealt with satisfactorily and any areas of concern are handed over to the Hospitality Manager to follow up
- To be customer focused at all times, approachable and quick to exceed expectations in fulfilling customer needs
- To attend Company/client meetings as required
- To take responsibility towards your own development with the guidance of the Hospitality Manager and to attend training courses as identified
- To show commitment to Company values in all aspects of your role
- Role model the focus on five behaviours to improve engagement, enhance performance and retain Investors in People accreditation
- Build personal effectiveness in all situations
- Ensure that the Team have appropriate assistance and training as required
- Maintain excellent client and key stakeholder relationships

Rigorous management of results

- Health and safety is key with Shell contract and ensure is at the forefront of everything we do
- Ensure the prompt provision and efficient service of all meals and catering requirements at the specified time to the standards laid down in the KPI's.
- Ensure that all costs and expenditure are within the budgeted levels agreed with your line manager.
- Ensure tariff prices are correct, that all hospitality services are costed and charged according to the terms of the contract. Ensure stock levels meet customer demands.
- Ensure that methods of preparation, production and presentation comply with Sodexo's standards and procedures, KPI's and SLA's
- Comply with all Company & Client policies, site rules and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place and training of staff.
- Ensure that all equipment used, is in safe working order, checked regularly and serviced. Report any faults to management/client, ensure they are rectified and ensure equipment is not used until safe.
- Ensure that all equipment, monies and the overall establishment, is safe and secure always
- Support the process of continuous improvement by undertaking company promotions and extraordinary merchandising initiatives to ensure the profitable growth of the contract.

- Ensure that all written communication represents a professional image to customers, clients and staff.
- 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.
- Comply with all Sodexo Company policies/procedures and client site rules and regulations.
- Implement, maintain and communicate to employees the client, and Sodexo standards and statutory regulations relating to safe systems of work, health and safety, food hygiene and Company Quality Management system to ensure compliance
- 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, client or venue specific safety requirements.

Leadership and People Management

- Recruit, induct, motivate, manage and develop all employees following Sodexo HR policy and guidelines.
- Role model the focus on five behaviours to improve engagement, enhance performance and retain Investors in People accreditation
- Manage labour in line with productivity models, policies and procedures. Build personal effectiveness in all situations
- Manage employees using the Sodexo performance review processes, talent development and succession planning
- Continually seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards.

Brand Notoriety

- Promote Sodexo as the preferred employer, internally and externally
- Promote the health and well-being of employees
- Live the Sodexo values and promote brand standards as an ambassador.

Planning and Organising

- Plan and prioritise workload and tasks effectively for self and others to minimise reactivity, maintain a work life balance and ensure the right number and calibre of personnel are allocated to logistics tasks

5. Accountabilities

- Responsible for supporting of the preparation and presentation of all meals and service at the required time, being provided to the standard laid down in the Service Level Agreement and to the Client's, Customer's and Sodexo's satisfaction.
- To support development and implementation strategy of food offer innovation & growth which is in tune with requirements for new trends
- To drive out additional revenue in all catering areas
- To ensure that all food is prepared with due care and attention, particularly regarding customers, Allergens.
- To organise any special functions as required, some of which may occur outside of normal working hours and work closely with Hospitality Manager and Events Coordinator in delivery of required 5* service.
- To establish and maintain professional relationships with individuals at all levels within the Company and the Client organisation.
- To ensure that the Company's accountancy, documentation and administration procedures are carried out to the laid down standard and that the necessary weekly returns are completed accurately and sent to the appointed office on time.
- To support the financial performance of the hospitality department
- To maintain the standards and integrity of the service offer and Service Level Agreement at all times. To carry out a daily service audit.

- To implement and maintain the Statutory and Company standards of hygiene, health and safety and take any action as is necessary.
- To ensure all required risk assessments and due diligence documentation are fully compliant regarding food hygiene and safe systems of work, as required by Sodexo policy.
- To take all necessary steps to ensure maximum security of the kitchens, stores, offices and any other areas under the Sodexo's control.
- To ensure all new staff follow the full company induction programme. To monitor the performance of staff, carry out performance reviews and provide training and coaching as necessary, and record on the appropriate documents. Ensure high standards of presentation, customer service and behaviour are maintained.
- To have special regard for the welfare of the establishment staff and to organise regular and effective staff meetings. To fulfil the requirements of the Sodexo people management processes without exception as detailed in the 'focus on five' management document and demonstrate the required behaviours as an employee within Sodexo that reflect our values.
- Engage, motivate and reward our employees to ensure they are satisfied with their working relationships at all levels.

6. Person Specification

Essential

- Good standard of literacy, numeracy, financial acumen and experience of managing a budget
- Previous catering experience in a similar environment
- Excellent interpersonal skills and ability to communicate effectively with customers, clients and staff at all levels
- Experience of delivering training using company guidelines
- Good time management and organisational skills
- Ability to work well under pressure
- Ability to achieve and set standards and operate to performance criteria, with particular regard to hygiene
- Positive approach to learning in role and identifying own training needs as appropriate
- Self-motivated, able to make decisions and react to sudden changes in operation
- Ability to work effectively as part of a team
- Flexible approach to role
- Experience of delivering training using company guidelines
- Computer literacy
- Ability to develop increasing individual effectiveness through leadership, motivation, communication, coaching and training
- IOSH managing safely qualification/Food safety qualification
- Experience of managing conflicting expectations of the client and consumer within one business area

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

■ Client Growth and Customer Satisfaction	■ Innovation and Change
■ Rigorous Management of Results	■ Brand Notoriety

■ Leadership and People Management	■ Planning and Organising
■ Analysis and Decision Making	■ Industry Acumen

8. Management Approval – to be completed by document owner

Version	1	Date	
Name		Aug 2024	

9. Employee Approval – to be completed by employee

Version	1	Date	
Name			