

Job Description: Sodexo Live!

Function:	Sodexo Live!
Position:	Meetings and Events Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Senior Operations Manager
Additional reporting line to:	Operations Manager, Head of Operations, Catering Services Director
Position location:	Newcastle United Football Club - St James Park

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

- Ensure that all Meetings & Events are run in accordance with all client requests as well as company standards and expectations.
- Management of the daily activities for all Meetings and Events operations.
- Supervision, development and motivation of all Meetings and Events staff which focus on exceptional standards of service with quality criteria prescribed for the Meetings and Event facilities.
- Ensure the preparation of all function areas, the quality of service and standards of hygiene within the Catering facility conforms to the criteria set out in the SOP manual.
- Ensure that all required billing or accounting is complete in a timely manner either to present to a guest or pass to accounts.
- Monitoring all Meetings and Events procedures and ensure standards are adhered to and exceeded at all times by operational staff.
- Noting and dealing with any guest comments, complaints, compliments or requests, dealing with them directly in the first instance if possible and informing the SOM, OM, HOO or CSD thereafter.
- Develop, nurture and train key members and teams including Meetings and Events staff, DM's, match day hospitality staff.

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.

- Contribute towards achievement of annual client KPIs relating to finance and health & safety
- Contribute specifically towards achievement of M&E revenue against budget including liquor and labour COS%
- Contribute towards achievement of consistently high client feedback scores

3. 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.


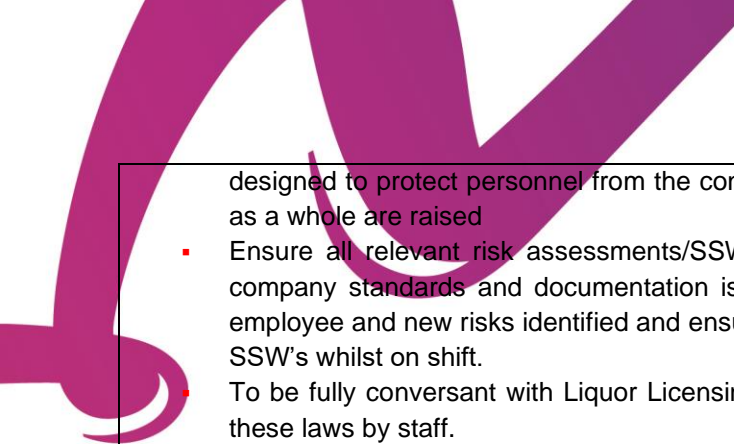


4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Developing and delivering rigorous M&E standards of procedure, ensuring strict adherence to agreed M&E setup standards, including room layouts and package elements.
- Handling customer complaints and proactively addressing any negative feedback from clients.
- Ensuring that all key team including, but not limited to, Meetings and Events operatives, Duty Managers, and hospitality staff, are trained and nurtured, leading by example and ensuring maximum productivity, providing any necessary on the job training and identifying any developmental among the team to help improve the overall performance of the department.
- Ensuring strict adherence to Sodexo policies specifically relating to management of Health & Safety.

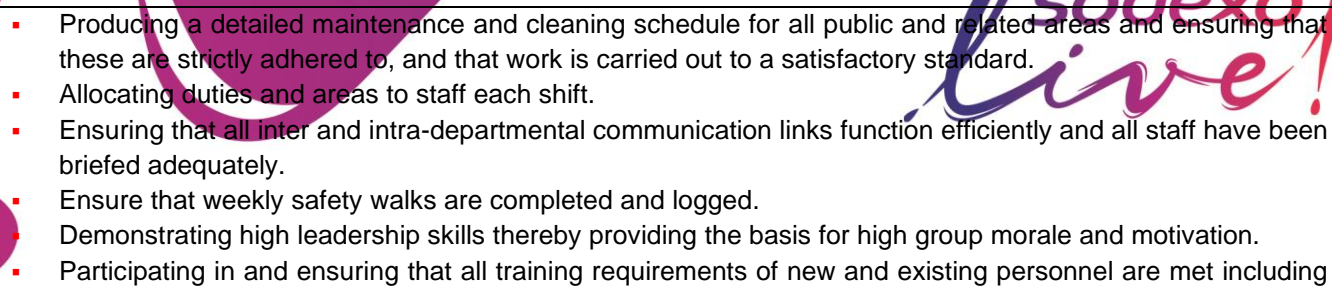
• **5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- Manage all aspects of the Meetings and Events business maintaining and exceeding exceptional levels of service
- Consistently undertake reviews of current meetings and events packages and services.
- To supervise and co-ordinate daily operation of meeting/events set-ups and service.
- Provide effective leadership to staff to ensure objectives are met and exceeded
- Coach, mentor and lead your M&E team-ensuring their commitment to delivering outstanding and bespoke experience
- Liaise closely with sales team to co-ordinate and meet organisers in advance of the event where necessary
- Management and ownership of key special events and implementing alongside sales a cyclical special calendar of bespoke one off events
- Ensure the preparation of all Function areas, the quality of service and standards of hygiene within the Catering facility conforms to the criteria set out in the SOP manual.
- Ensure the preparatory work for all events is completed in a timely manner.
- Ensuring that customer requirements and satisfaction are met throughout their event and good customer relations prevail at all times.
- Achieve maximum profitability and over-all success by controlling costs and quality of service whilst optimising sales and identifying any areas of action.
- Achievement of budgeted food sales, beverage sales and labour costs meetings and events.
- Liaise with key suppliers and build relationships with prospective supplier to enhance the meetings and events product.
- Strategically work closely with the sales department to increase revenue generation and strategy
- Monitoring that all food and beverage service procedures and standards are adhered to at all times by operational staff.
- Completion of weekly rotas Meetings and Events rotas and inputting into time target. Schedule staff alongside HR as necessary to ensure adequate and consistent levels of service strictly adhering to labour margins against P&L/budget and assisting HR with recruitment and assessment of staff. To encourage good staff, recognise potential and advise poor or untrained staff of the need to improve. Maintain maximum attendance levels to minimise any absenteeism.
- Inspection of Meeting Rooms prior to guest arrival ensuring that client specifications have been met. To ensure rooms are always clean and tidy and set up to the required specification
- Analysis of data involving revenue and SPH/ATV across area of responsibility and an evidential awareness of trends and well thought through ideas to build the range and quality of the department
- Management of proactive/reactive and refresher training delivery across all segments of the operation including Meetings and Events, Duty management and development of the senior match day hospitality team whilst nurturing talent
- Monitoring and ensuring that service personnel observe the correct procedures for taking orders, serving beverage, clearing tables and billing guests across Meetings and Events.
- Assist with the production and updating of all SOP manuals across the operation as well as SLA's
- Assist with updating all training collateral/content and training materials in line with any changes to offer/package/procedure so that training is always relevant
- Undertaking/organise/lead training and provide supervision of staff, via a leadership centred approach, thereby promoting a high degree of staff commitment and motivation. Ensuring always that the comprehensive training given to staff in respect of licensing laws and consumer protection legislation is



designed to protect personnel from the consequences and penalties of breaking the law and service levels as a whole are raised

- Ensure all relevant risk assessments/SSW and all other H&S training is completed in accordance with company standards and documentation is up to date and training is monitored and signed off for each employee and new risks identified and ensure all working practices follow appropriate risk assessments and SSW's whilst on shift.
- To be fully conversant with Liquor Licensing Laws and Regulations and ensure that there is no breach of these laws by staff.
- Noting and dealing and evaluating guest satisfaction with a focus on continuous improvement including comments, complaints, compliments or requests, dealing with them directly in the first instance if possible and informing the HOO/SOM/OM/CSM and to ensure that the client's queries and complaints are dealt with promptly and personally and serious situations reported
- Reporting all defects of equipment, damage to furnishings and any incidents involving theft or hazard to management.
- Producing a detailed maintenance and cleaning schedule for all public and related areas and ensuring that these are strictly adhered to and that work is carried out to a satisfactory standard.
- Allocating duties and areas to staff each shift.
- Assuming total accountability for the Meetings and Events operation, administration, control, security and service standards of all events within the Catering Facility adhering to all health and safety/hygiene legislation.
- Attending daily sheet meeting and weekly operational meetings and special events meeting and planning sessions when required.
- Participating in and ensuring that all training requirements of new and existing personnel are met including comprehensive instruction in service standards, H&S at work, licensing and consumer protection legislation, Fire Regulations and Emergency Procedures and all issues governing staff discipline and professional conduct.
- Seeking always to maintain good relations with staff, external suppliers and ensuring harmonious inter departmental co-operation within the Stadium at all times.
- Ensuring the security of cash during the shift and close down of shifts, ensuring all cash is secured in a safe, bar stocks and cellar inventories and full compliance with the companies checking and control procedures.
- Ensuring the proper and regular maintenance of all bars and cellar equipment and refrigeration plant logging any issues or faults to the relevant body.
- Ensuring that all bars and kiosks are cleaned and tidied after an event that proper stock rotation is established.
- Ensuring maintenance and cleaning schedules, for bars and cellars cover work surfaces, shelving, floors, walls, racks, sinks, cupboards and refrigeration cabinets, and assign these duties amongst staff ensuring that all tasks have been properly completed to the required standard ensuring all post shift clear down schedules are adhered too.
- Preparing orders in accordance with company procedures, verifying accurate delivery against delivery note/invoice and the original order itself and, thereafter, ensuring completion of all necessary stock control documentation in accordance with internal accounting procedures as specified by the HOO,SOM,OM,CSD
- Ensure accidents, illness, absenteeism is reported promptly and followed up.
- Ensuring all relevant documentation is signed as laid down by company procedures.
- To be willing to assist/move to other areas of the business to further develop skills.
- Comply with all Company Terms and Conditions (including grooming, social media policy).
- Attending daily briefs with staff, weekly sheet, HOD and departmental food and beverage meetings.
- Balance business each shift and recording of data according to accounting discipline
- To be flexible in your approach to working within all departments within the operation.
- Ensuring that customer requirements and satisfaction are met throughout their event and good customer relations prevail at all times.
- Ensure that all required Meeting and Events billing is done in a timely manner either to present to a guest or pass to accounts.
- Ensure that upselling occurs throughout operation and revenue is captured.
- Monitoring that all food and beverage service procedures and standards are adhered to at all times by operational staff.

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- Producing a detailed maintenance and cleaning schedule for all public and related areas and ensuring that these are strictly adhered to, and that work is carried out to a satisfactory standard.
 - Allocating duties and areas to staff each shift.
 - Ensuring that all inter and intra-departmental communication links function efficiently and all staff have been briefed adequately.
 - Ensure that weekly safety walks are completed and logged.
 - Demonstrating high leadership skills thereby providing the basis for high group morale and motivation.
 - Participating in and ensuring that all training requirements of new and existing personnel are met including comprehensive instruction in service standards, H&S at work, licensing and consumer protection legislation, Fire Regulations and Emergency Procedures and all issues governing staff discipline and professional conduct.
 - Ensuring the proper and regular maintenance of all suites, bars and cellar equipment and refrigeration plant logging any issues or faults to the relevant body.
 - To be willing to assist/move to other areas of the business to further develop skills or meet the demands of the business
 - Ensure compliance of Sodexo's policies and standards
 - To carry out any reasonable request from senior management whilst being flexible and adaptable to changes.

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.

- Noting and dealing with any customer comments, complaints, compliments, or requests, dealing with them directly in the first instance if possible and informing the Operations Manager and Senior Operations Manager thereafter.
- Preparing weekly meeting and events rosters to match the requirements of anticipated levels of business and working to a budget labour spend.
- Management of proactive/reactive and refresher training delivery across all segments of the operation and key personnel including staff and DM'S, including Meetings and Events, Duty management and match day hospitality
- Assist in the development of staff and identify training to enhance staff career and potential.
- Work closely with the Sales department to develop meeting and events business and special events.
- Ensure the preparation of all Function areas, the quality of service and standards of hygiene within the Catering facility conforms to the criteria set out in the SOP manual.

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

Essential:

- Experience of managing a large operation with high volume meetings and events business.
- Excellent communication and leadership skills essential, providing the ability giving the ability to recruit, train, manage and motivate the workforce.
- Experience managing front of house teams, delivering a variety of concepts and service styles.

- Excellent time management and organisational skills.

Desirable:

- Experience working within a sports and leisure/stadia.
- IOSH Managing Safely qualification or equivalent.
- Food Safety Level 3 qualification or equivalent.



8. Management Approval – To be completed by document owner

Version	1	Date	04.05.25
Document Owner			

9. Employee Approval – To be completed by employee

Employee Name		Date	
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