

Job Description:
Contract Manager

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| Function: | Independent Schools |
| Job:  | Contract Manager |
| Position:  | Contract Manager – Emanuel School  |
| Job holder: | Phyllis Street  |
| Date (in job since): | 2006 |
| Immediate manager (N+1 Job title and name): | Natalie Davies, Account Manager |
| Additional reporting line to: |  |
| Position location: | Wandsworth, London – 15 minutes’ walk from Clapham Junction Station  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To be a visible and trusted Contract Manager at one of the country’s leading co-educational day schools.
* To engage in all relevant meetings as the senior onsite Sodexo representative as required by the school.
* To liaise with all key stakeholders across the school and to give one point of contact and inspire trust and confidence.
* To oversee the strategic planning of and execution of a “best in class” catering, hospitality, and events provision.
* To provide strong leadership to senior management team including the Head Chef, Deputy Catering Manager and Supervisors.
* To ensure that operational standards meet the agreed standards in the contract and specifically meets both Independents by Sodexo brand standards and the client’s expectations of delivering the very best food and service in the independent school sector.
* To deliver a level of service that creates value for the customers and client
* To role model discipline and rigor in all mandatory and legislative processes, policies, and systems.
* To use clear, open, and two-way communication to all and to be honest and fair.
* To seek feedback and commit to actions and agree timelines for change.
* To be client and customer centric – seize every opportunity, with client interactions, to show professionalism and credibility as a subject matter expert. Seek out opportunities for business improvement and growth.
* Strong financial acumen. Provide accurate and timely monthly, termly, and annual reports for clients and Sodexo as required.
* To be a Centre of Excellence for the Independent school’s division.
* To participate on occasion in other activities across Independents by Sodexo, contributing expertise to the wider business.
* To be responsive and efficient and work with speed and agility to ensure Sodexo are a flexible and valued partner
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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. |
| TurnoverC 1.3m |  |  |  |  |  |  |  |  |  |
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Draft. Version: 27-03-2014

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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. |
| Account ManagerContract ManagerHead of TalentExecutive Chef and Craft TeamDeputy Catering ManagerSupervisors |

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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. |
| * Our client is a large, elite day co-ed independent school with an excellent reputation.
* This role has overarching responsibility for leading strategic business planning in agreement with all key School stakeholders to ensure the operation always has a “best in class” status.
* To lead a large and diverse (20+) team across five days and some Saturday’s
* Delivery of a compelling, relevant, and appropriately changing fresh food and marketing offer across the school.
* To be the key point of contact for all stakeholders and ensure trust and confidence.
* Robust financial control and clear accurate reporting
* To show leadership and accountability and adopt a self-reporting approach
* To support the wider Sodexo team and sub-contractors in delivering major capital project (s)
* Exceptional execution of all food hygiene and health and safety systems and other legislative and mandatory policies and procedures
* To comply with all legislation and processes around safeguarding
* Recognising and adapting our offers to differing customer groups – students, parents, prospective students and families, academic staff, support staff, senior management, visitors and commercial let customers
* To translate ideas quickly and effectively into actionable plans and ensure follow through to implementation and seek feedback – to ensure a culture of continuous improvement.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Manage and control the services to the agreed contract specification and to the agreed performance, qualitative and financial targets.
* Manage a team to increase the Client and Sodexo’s revenue opportunities as appropriate.
* Ensure value for money is achieved through robust management of purchasing for the school.
* Nurture client relationships to stabilise & develop them for long term partnerships.
* Recruit, induct and develop talented employees within the team and, if necessary, firmly, and fairly manage poor performance.
* Identify opportunities for organic growth and new business.
* Exceptional management of Food Hygiene, Health, Safety and Environmental Legislation using the Sodexo Safety Management System.
* Responsible for driving continuous improvement and innovation
* Strategic and technical support – professional advice to customers, peers, and the team.
* To always challenge the way things are done – the way things have been done in the past may not be the right way for the future
* To control the client labour budget ensuring personnel are scheduled against business needs in a cost-effective manner.
* To establish and maintain productive working relationships with individuals at all levels within the School and Sodexo.
* To engage with key client groups - “Walk the Floor” during service periods and engage and interact with clients, colleagues, and any visitors. Attend pupil food committee meetings as agreed.
* To be an active (site based) member of the senior team for Independents by Sodexo by contributing ideas and debate, assisting with projects and tender presentations.
* To represent Sodexo and/or the school at industry events if appropriate.
* To support the wider Sodexo team and third-party contractors in delivering major capital projects as agreed with the school.
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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. |
| * High levels of satisfaction and feedback from the client groups – Pupils, Parents, Visitors, School Staff and Commercial Events organisers.
* Consumption costs and budgetary controls are on target or better
* Contract specification compliance
* High levels of staff engagement and morale
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential* A high-level experience in hospitality industry within a high quality, high volume, five day a week environment.
* Strong level of literacy and numeracy.
* Exceptional attention to detail.
* Exceptional leaderships skills and able to manage complex and multiple stakeholder relationships.
* Excellent communication and interpersonal skills and the ability to be an effective team player.
* Flexible, with the ability to work under pressure and across a range of shifts and service times.
* Strong ability to increase individuals’ effectiveness through leadership, motivation, communication, coaching and training.
* Excellent time management and organisational skills.
* Ability to set and maintain high standards consistently.
* A love of great food and great people.
* A commitment to self-improvement and an entrepreneurial mindset.

Desirable* Industry qualifications and experience
* Intermediate Food Hygiene certificate
* IOSH Managing Safely
* Ability to review problems analytically, develop opportunities and implement innovative solutions / approaches
* PC literate
* Experience in and/ or knowledge of Independent Schools sector
* FM qualification or experience
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
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| * Commercial Awareness
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| Version | 1.2 | Date | 12th March 2024 |
| Document Owner | Natalie Davies  |

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