



Job Description: Sodexo Live!

Function:	Sodexo Live!
Position:	Hospitality Manager
Job holder:	N/A
Date (in job since):	01.09.2025
Immediate manager (N+1 Job title and name):	Senior Hospitality Manager
Additional reporting line to:	N/A
Position location:	The City Ground, Nottingham Forest FC

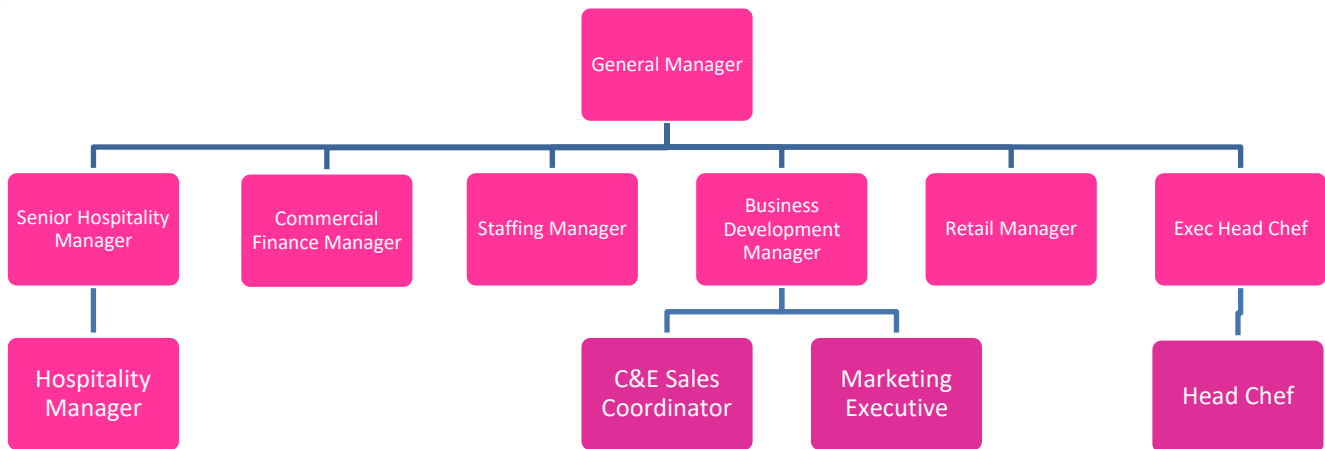
1. Purpose of the Job – State concisely the aim of the job.

- Assist with maximising the profitability of the contract within area of responsibility and deliver the required results.
- Management of site-specific conference & banqueting, match day hospitality services and operational teams to the agreed standards
- Ensure business deadlines and targets are met in a timely manner and/or as directed by the Senior Hospitality Manager
- Lead the team by example and take responsibility, act with initiative and demonstrate energy & enthusiasm.
- Take accountability and responsibility for delivering required results.
- Maintain personal resilience in all situations.
- Prioritise workloads effectively, plan activities to meet the needs of others. Show attention to detail proactively plan activities and time to minimise reactivity and maintain a sensible work-life balance.
- Ensure company policies and security are adhered to at all times.

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.

- Hospitality revenue disclosed at interview
- C&E revenue disclosed at interview
- Match day covers circa 1600

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.

- Measurably strong client perception and satisfaction with services delivered.
- High levels of client engagement via demonstrably strong relationships built on mutual respect and trust.
- High-levels of team engagement.
- Service standards in line or above client expectations and reviewed on an ongoing basis for both match day and non-match day operations i.e. post-match and monthly.
- Support with controlling costs in unit; costs controlled to budget and cross-departmental efficiencies are identified and developed i.e. labour, expenses and all variable costs.
- Maintain a positive team culture where all members work in collaboration and support each other as required.
- A positive working relationship with the client is evident with “Win-win” scenarios.
- Develop and maintain a positive attitude to continuous improvement with regular meetings to review service styles using mystery shop data and other feedback mechanics. Ensure full team engagement in the process
- Have open two-way communication between all departments
- Maintain high standards of appearance and personal hygiene.
- Adhere to all legislative guidelines, such as food hygiene, health & safety and licensing
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• **5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- Drive match day and non-match day sales and profit performance, through management and monitoring of KPI's; sales, labour, margin and expenses and line management of the Hospitality Manager
- Control all match day and non-match day department staffing operations, working closely with the Staffing Manager.
- Lead the optimal utilisation of the site EPOS across all Hospitality areas. Ensuring sufficient training and use is monitored and managed.
- Continually seek ways to enhance quality through innovation and cost efficiencies by monitoring performance against existing standards and ensure that standards across the site are in accordance with the SLA' in place
- Manage the Hospitality team to ensure professional, courteous and exemplary service across all C&E and Hospitality events
- Deliver Hospitality and C&E events to the highest standard, following detailed requirements from the event sheets
- Work closely with the Staffing Manager and Head of Hospitality to ensure the unit executes its training plan and that all statutory and bespoke training is carried out and recorded, liaising with other departments as necessary
- Ensure compliance with Human Force for all shifts and approvals, keeping to deadlines to ensure timely and compliant payroll process can be carried out.
- Actively promote The City Ground for both internal and external clientele
- Undertake duty management and operational shifts as required
- Manage complaints in a proactive manner and report them to the Head of Hospitality
- Ensure the unit complies with all company and client policies, site rules and statutory regulations i.e. licencing laws, Trading Standards and EHO.
- Be an advocate for Health & Safety for the department. Comply with local regulations examining safe working practices, RA's, hygiene, accidents, fire and COSHH requirements including awareness of any specific hazards in the workplace.
- Update a post-match-day maintenance log and take necessary actions as required.
- Provide detailed feedback to the Head of Hospitality and Staffing Manager on the performance of team members post-match or event

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.

- Service Standards across site are either in line with or above our client's expectations and reviewed on an ongoing basis.
- Labour control
- Operational standards on all match days and C&E events
- EPOS front of house user and support
- Health and Safety and food safety

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

Essential

- High standard of literacy and numeracy
- Experience in supervising a Hospitality operations team
- Well-developed verbal, non-verbal, presentation and communication skills
- Experience of delivering high quality hospitality operations
- Operational knowledge, skills and experience in managing multi service operations
- Management of large and diverse front of house teams
- Deliver excellence in operational service standards and customer satisfaction
- Demonstrate resilience when faced with conflicting business challenges
- Excellent interpersonal skills and ability to communicate effectively with customers, clients and employees at all levels
- Achieve set standards and operate to performance criteria, for example health and safety, hygiene
- Stadia or large event space management experience
- Self-motivated and able to work on own initiative

Desirable

- Food Hygiene Level 2 holder
- SIA personal licence holder

Contextual or other information

- To attend meetings and training courses as requested.
- This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

8. Management Approval – To be completed by document owner

Version	1	Date	25.09.25
Document Owner			

9. Employee Approval – To be completed by employee

Employee Name		Date	
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