

## Job Description: Sodexo Live!



Function:	Operations
Position:	<b>Retail Catering Manager</b>
Job holder:	N/A
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	Head of Operations
Additional reporting line to:	General Manager
Position location:	The City Ground, Nottingham Forest FC

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

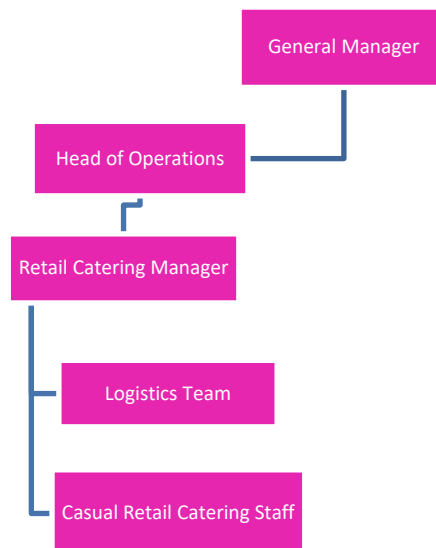
To oversee a range of operational logistics for the complex venue from full bars & cellars management to bars set up etc. To ensure compliance with H&S at all times and deliver excellent customer/client management.

- Focus on food and beverage sales and cellar operation across public bars, driving liquor revenues and controlling stock to achieve gross profit percentage in line with budget
- Take responsibility for stock control, including ordering, acceptance, maintenance of stock levels and stock rotation, and return of any sub-standard items
- Ensure bars are clean and operationally ready on both match/event days and non-match/event days
- To manage the setup, breakdown, equipment and general logistics for the public bar areas.
- To manage the execution of the bar operations on all match/event days.
- To ensure safe working practices are maintained at all times.
- To effectively manage the casual labour spend within their department, working closely with relevant HOD's to manage this
- To be responsible for the variable cost lines for the public bars department (excluding Marketing).
- To work with the Staffing Manager to recruit, train and motivate a team of casual staff.
- To work with the Head of Hospitality to best manage stock rotation across departments.
- To find industry leading innovations which could be brought to Headingley and implement these into the operational bars team.
- To minimise waste in the beverage line of the account.
- To carry out any reasonable requests from the General Manager, ensuring business objectives and statutory needs are met in the most economic and efficient manner.
- To take responsibility, act with initiative, and demonstrate energy and enthusiasm.
- Resilience – maintains personal effectiveness in all situations.
- Planning and Organisation – prioritises workload effectively, plans in activities to meet the needs of others, is thorough and shows attention to detail, proactively plans use of time to minimise reactivity.
- Achieve agreed KPI's

**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.

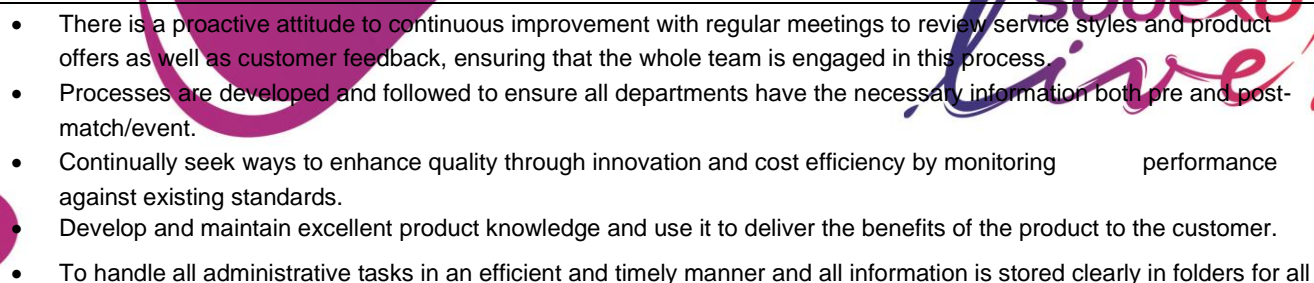
- Revenue – disclosed at interview
- 35 catering bar units plus fan zone
- Match day attendance 30,000

**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.

- Lead and manage a team of staff on match/event days
- Cost effectively manage all logistics on site – manage stock levels, product, security of bars
- Manage all public bars for all events – from planning, to ordering, set up and delivery, to cleardown and return. This is a very hands-on role
- You will be required to support the hospitality bars department at times and to understand the flexibility required when business levels fluctuate, to deliver the best possible service
- To comply with all Sodexo Live! policies and procedures
- Ensure that costs and expenditure are controlled in line with budget, utilising nominated suppliers and maximising labour productivity in line with the company's labour productivity models, policies and procedures – ensuring that forecasts and actuals are entered and remedial action taken as appropriate.
- All operational audits are passed by the unit – Safeguard Audit and Unit Business Health Check
- The casual labour spend is tightly managed, working closely with the Head of Hospitality, Staffing Manager and Finance Manager

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- There is a proactive attitude to continuous improvement with regular meetings to review service styles and product offers as well as customer feedback, ensuring that the whole team is engaged in this process.
  - Processes are developed and followed to ensure all departments have the necessary information both pre and post-match/event.
  - Continually seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards.
  - Develop and maintain excellent product knowledge and use it to deliver the benefits of the product to the customer.
  - To handle all administrative tasks in an efficient and timely manner and all information is stored clearly in folders for all to access
  - To keep abreast of venue and company activities that impact the customer.

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

1. Manage the logistics for all public bars, working with the Head of Hospitality to achieve this across full venue.
2. Collaborate and work closely with the Head of Hospitality to enhance and improve the offer across venue.
3. Work shifts as and when required based on the business demands/fixture calendars
4. To support the hospitality bars operation and events in the non-sport months.
5. Apply attention to detail, ensuring the customer receives a quality product and service every time
6. Be passionate about food, beverage and customer service, seeking to ensure that the highest standards are met at all times
7. Organising and delivering events to the required standards
8. Report and liaise regularly with management team regarding departmental performance and ensure they are informed of any relevant information or issues
9. Knowledge of health & safety and food safety in a catering environment and its implementation at site particularly in relation to bars and back of house
10. Maintain levels of quality, cleanliness, food safety and hygiene in line with company SEMS, Safeguard and local authority regulations i.e. EHO, HSE
11. Ensure security is maintained and events are staffed appropriately and in accordance with licensing laws and Licensing Procedures.
12. Embrace and grow a 'zero accidents culture' within your team by ensuring the accurate reporting of near misses and accidents as well as reporting any equipment defects to your line manager in line with company procedure
13. Ensure the correct storage and disposal of foods and beverages in line with company policies and procedures
14. Ensuring that all equipment used is in safe working order, checked regularly and any faults reported to management, ensure equipment is not used until safe
15. To be aware of the evacuation procedures and adhere to them in the event of an evacuation
16. Ensure all company documents are completed with integrity and that due diligence is practiced at all times
17. Take responsibility for stock control, including ordering, acceptance, maintenance of stock levels and stock rotation, and report & return of any sub-standard items
18. Completion of a monthly stock take of all goods under responsibility
19. The casual labour pool is managed, and recruitment of any new positions is managed, working collaboratively with the Staffing Manager
20. Actively manage and encourage your team ensuring that company expectations are always adhered to.
21. Positive team culture and high levels of productivity and employee engagement are demonstrated
22. Maintain high standards of appearance and personal effectiveness across the department
23. Ensure all staff adhere to the uniform and personal hygiene policy as detailed within Company Induction pack.
24. Continue to develop one's own skills and knowledge within the position
25. Attend HOD meetings to maintain levels of communication across the team
26. Able to work on own initiative within a team environment.
27. Undertake any other reasonable task as directed by the Head of Operations and General Manager
28. Gain a sound knowledge of the site EPOS system, including operational functionality as well as back of house reporting and be a champion for the use of this.
29. Financial accountability – achieving monthly targets and departmental figures, reporting on this accurately with the Finance Manager.

**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.

- Full management of the planning and operational delivery of the public bars departments across full site.
- To manage the cost centres around the Retail budget both expenses and labour.
- To manage and control staff levels while ensuring budgetary requirements are met.
- A well organised venue in respect of logistics, stock management, bars management – not over-ordering and risking wastage but not under-ordering and losing sales
- Service Standards across site are either in line with or above our client's expectations and reviewed on an ongoing basis.
- H&S and Food Safety is always adhered to with correct practices and legal/ company specific documentation completed and up to date

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

Knowledge, skills and experience required:

Essential:

- Proven leadership skills to lead and motivate a team
- Previous track record of employment in a similar role. High volume experience will be essential.
- Proven experience in stock management, labour spend control and customer service
- Experience in working with Point of Sales Systems
- Competent IT skills including MS Word, MS Excel and MS Outlook
- Good time management and organizational skills
- Ability to work well under pressure managing multiple workloads
- Knowledge of Health and Safety and Food Safety
- Self-motivated with a sense of own initiative
- Flexible approach to role - must be available to work different shifts including evenings and weekends

Desirable, but not essential:

- Basic Food Hygiene Certificate
- IOSH Managing Safely Qualification or Equivalent
- First Aid Certificate
- Experience of delivering training using company guidelines
- Personal Licence Holder

**8. Management Approval** – To be completed by document owner

Version	1	Date	
Document Owner	Rachel Fox		

**9. Employee Approval** – To be completed by employee

Employee Name		Date	
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