

Job Description: Catering Manager

Function:	Catering Operations
Job:	Catering Manager
Position:	Catering Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Thomas Dodd
Additional reporting line to:	Diane Woolhouse (National Account Manager)
Position location:	Birmingham Children's Hospital & Parkview Clinic

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

- To manage and develop a customer focussed retail & patient catering service provided at Birmingham Children's Hospital
- To ensure that the catering service is delivered to the contractual agreement in an efficient and effective manner within budgetary constraints and in compliance with all relevant legislation and Client & Company Policy.
- To drive the development of the retail service offer, ensuring budgetary targets and profit margins are achieved and maintained.
- To lead and manage all catering (retail, hospitality & patient dining) employees at Birmingham Children's Hospital & Parkview Clinic operational and financial performance.

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 FY20:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Financial Overview		▪	n/a						

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is enough 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.

- Line management of Patient Dining Manager, Retail Manager & Finance Administrator, and overall responsibility for all other catering staff, ensuring compliance with Health & Safety and Food Safety Legislation, and improve satisfaction of the services in line with budgets.
- Actively participate in and, where necessary, lead local catering focus groups, and will be responsible for setting up catering user forums and alternative methods of communicating effectively with employees.

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

- Have full working knowledge of the areas within the hospital which are covered by the Patient Dining & Retail Services.
- Reporting of Sodexo and client KPIs and financial performance.
- Managing a team of Patient Dining & Retail employees, assessing workload schedules, and allocating resource as required.
- Management of the sites labour KRONOS system is fully functional to the business needs, working closely with both the Patient Dining & Retail Managers.
- Ensure all staff maintain and deliver a quality service according to set work schedules and procedures.
- Responsible for liaising with key client stakeholders to further enhance the retail & patient dining offer.
- Responsible for compliance on food and H&S legislation, ensuring effective communications with all Hospital state holders taking necessary actions within area of responsibility.
- Ensure that health and safety standards are understood and delivered across the site. This must include any agency staff and all employees from their first date working on site.
- Ensure that Health and Safety is managed in accordance with all legislation and Company and Client standards, policies and procedures. Ensuring employees are working safely at all times, that all non compliance is dealt with and to ensure that accident investigation reports are completed thoroughly and within set timescales.
- To implement and maintain all Statutory and Company policies and procedures, communicating it to all staff and ensuring full compliance.
- Ensure achievement of high levels of client and patient satisfaction and monitor these on regular basis.
- To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organisation.
- Responsible for the recruitment of direct reports and for ensuring recruitment is managed fairly and effectively for the service; ensuring vacancies are kept to minimum and service levels & labour costs are not impacted by this.
- Responsible for managing staff within area of responsibility in line with the appropriate policies in relation to issues including conduct, performance, absence, grievance, fair treatment, pay progression, leave and all other HR policies.
- To ensure that all mandatory training for staff is adhered to and training plan is followed.
- Champion the CARES programme to ensure all staff are committed to delivering high levels of customer service at all times communicated.
- This job description is not intended to be exhaustive and will be amended considering the changing needs of the service.

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.

- **Leadership and people** - The role holder will role model the company values and ensure they are reinforced at every opportunity at Birmingham Children's Hospital. The role holder will provide leadership and clear direction on all aspects of the assigned operational business area, ensuring assigned employees deliver on business objectives. The role holder will lead by example and champion effective communication and leadership on performance and development of assigned employees and will manage the performance of those employees and support other department managers to achieve this, in line with Sodexo HR policy and procedures.
- **Risk, governance and compliance** – The role holder is accountable for full compliance and understanding of all company risk, reporting and governance processes within their assigned operational area. The role holder will ensure that these processes are fully applied, complied with and adhered to within assigned operational business area. The role holder is accountable for cash and stock within the assigned operational business area where applicable; therefore, cash and stock company procedural compliance is a requirement.
- **Financial management** - The role holder is accountable for the financial performance of the assigned business operational contract in line with set budgets and as a contribution to overall site financial performance. There will be a requirement to contribute to the monthly financial review process for the assigned operational area and also to ensure follow up on all improvement plan actions to support improved financial performance where necessary.
- **Relationship management, client and team** – The role holder is responsible for managing client and customer relationships and developing and maintaining strong business relationships. The role holder must seek to understand the client's business environment and drivers, developing and maintaining strong relationships and establishing a network of client contacts.
- **Operational management** - The role holder will be responsible for overseeing their assigned operational business contract and managing compliance with legal, regulatory and company requirements. The role holder will effectively manage continuous improvements, taking corrective action where necessary and informing their line manager of performance issues. The role holder will ensure robust health and safety procedures are implemented, reviewed and reported on a regular basis. The role holder will resolve daily operational issues within their assigned area and, in rotation with other site department managers, deputise when the services manager is not available.
- **Service excellence** - The role holder will be responsible for driving all aspects of service excellence across their operational business contract including brand integrity, quality, compliance. The role holder will ensure that work is appropriately recognised and expected standards ensuring the offer is meeting the customer's needs through full and correct use of company tools. In partnership with subject matters experts you will champion and embed service excellence initiatives across your business area and ensure that all services are aligned to client and customer needs and deliverable within budget.

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

- Proven experience of leading a team within a comparable service environment, Healthcare experience desirable but not essential
- Financial awareness and understanding - cost control, revenues & margin within a Catering service
- Ability to communicate effectively with patients, visitors, colleagues, clients
- Ability to work independently, flexibly and professionally – dealing with stressful and changeable situations
- Experience of delivering relevant training, using company guidelines

- Understanding of relevant Health and Safety, Employment and other legislative requirements
- Strong attention to detail and adherence to standards
- Proven IT skills, ability to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
- Ability to deal with stressful situations with a flexible approach to the role
- Analyse problems analytically, develop opportunities and implement innovative solutions.

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

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Employee Engagement
▪ Commercial Awareness	▪ Learning & Development

9. Management Approval – To be completed by document owner

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Document Owner	Thomas Dodd, General Manager		