

# Job Description: Catering Supervisor



Function:	Independent Schools - Operations
Job:	Hospitality Support Manager
Position:	Hospitality Support Manager
Job holder:	Vacant
Date (in job since):	
Immediate manager (N+1 Job title and name):	Deputy Hospitality Manager
Additional reporting line to:	Hospitality Manager
Position location:	Wellington College

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

- To deliver outstanding hospitality across Wellington College
- Lead, engage and motivate team to meet and exceed expectations in all aspects of hospitality
- Manager and run whole events from initial enquiry to post event feedback
- Deliver exceptional customer service to build valuable long-term relationships with colleagues, customers, and clients.
- Ownership and responsibility for certain aspects of hospitality, within remit
- Communicate to build relationships and interacts appropriately with others
- Seek to raise standards and improve quality of performance and service
- Work effectively and professionally with others to achieve the desired results
- Deputise for the Hospitality Manager or Deputy Hospitality Manager
- Effective Allergen Management

## 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 FY23:	€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						
Characteristics	▪ Add point								

## 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.

Contract Director  
 General Services Manager  
 Deputy General Services Manager  
 Hospitality Manager  
 Deputy Hospitality Manager  
 Hospitality Support Manager

**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.

- **Delivery** of exemplary food and beverage service at Wellington College. The aspiration is to be one of the UK's best independent schools
- **Creativity** – there is a desire to see constant change and freshness. Innovation is key to success.
- **Managing the team** requires the very best people skills – clear direction, effective communication and high staff engagement strategies
- **Financial** – stock holding management and cost reconciliation following an event
- **Ability to work in a fast-moving complex operation** – Busy events department with lots of moving parts
- **Allergen Management**

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

### Hospitality Operations

- To ensure all functions on shift are set up in a correct and timely manner
- Ensure uniform and appearance of yourself and the team meet company specifications at all times
- To report for allocated duties in accordance to staffing schedules and timings
- Comply with all COSHH procedures
- Comply with HACCP procedures
- To actively manager the team to ensure that all preparation is completed in good time for every event
- To liaise with the client during an event
- Assist with ordering stock and drinks when necessary
- Monitor all food hygiene and health and safety standards, to ensure they are maintained to the required client and Sodexo expectation as outlined by Safeguard.
- Ensure pre-event allergen briefings are conducted, where necessary, and all service items are included
- To carry out staff briefings prior to every event
- To undertake all necessary administration including email and phone answering, KX entries and function sheets,
- To pre-empt any unforeseen problems and have the foresight to implement a solution before it becomes an issue
- Reporting maintenance issues, completing collegiates ensuring the department fabric and equipment is kept in a safe cleanable and fully functional condition
- To report any incident, accident, near miss, fire, theft loss or damage and take action as may be appropriate
- To attend 9.30am meetings and other catering meetings as required, and training courses
- To attend any reasonable request by management

### PEOPLE

- Manage and train staff on all aspects of Health and Safety/Food Safety relevant your work area to include Safe Systems of Work and Observed Competency Checks.
- Measure the performance of your people by giving feedback
- Communicate regularly – Team Huddles, Safety Focus Moments etc
- Promote a friendly safe working relationship with colleagues
- To role model Mangerial behaviours and to hold oneself and others accountable

### Business Improvement

- Always seek out new and innovative ways of doing things
- Be proactive in overcoming barriers to success.
- Provide feedback on how we can improve our performance and embrace change
- To undertake occasional duties outside the normal routine but within the scope of the position and the departments activities

**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.

- To deliver a consistent level of service, within the Company's high standards, to the contract specification and agreed performance
- Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
- Read and familiarize yourself with Sodexo Policies relevant to your role and that of the department
- Allergen Management

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

- Highly effective communication and interpersonal skills
- Clear and effective leadership style
- Ability to analyse problems analytically, develop opportunities and implement innovative solutions and approaches
- Strong ability to increase individual effectiveness through leadership, motivation, communication, coaching and training
- Excellent time management and organisational skills
- Computer literate
- Able to demonstrate positive attitude to self-development; willingness to learn in role and identify own training needs as appropriate
- High level of self-motivation
- Ability to set high standards, achievable through striving for continuous improvement
- Ability to act on own initiative and also to work effectively as part of a team
- Flexible approach to role
- A flexible approach to working hours and promote a positive mental outlook to all aspects of work
- Basic Food Hygiene and Health and Safety Certificates

Desirable

- Experience of supervising a small team
- Hospitality experience
- Able to successfully implement changes
- Knowledge of working in Educational establishments
- Hold a personal driving license
- Knowledge of current changing market trends

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

- **Client centric** – Always have the client (and their customers) at the centre of everything we do
- **Passionate about Service** – Our service is our reputation so the quality of service needs to be the highest possible – there are no limits and we can always improve next time
- **Rigorous Management of results** – Focus on outcomes which might be financial, service drive, positive customer feedback and relationship building.
- **Enthusiastic** - Displays a natural and sustained enthusiasm and energy
- **Self Motivated** - Needs no encouragement to make things happen
- **Inspired Leadership** – The team are engaged and want to follow your lead
- **Strong but Flexible** - Always prepared to listen and consider the views of others
- **People Management** – Our success will come through our people. We must inspire, nurture and encourage the whole team to perform to their maximum potential. We are not scared to deal with challenges through effective performance management
- **Committed to Development** - Demonstrates recognition of others' contribution
- **Positive** - Focuses on what CAN be done
- **Personal Behaviour** - Recognises importance that our behavior has - on the attitudes and actions of others and is a role model
- **Responsible** - Conscious of the consequences of action or inaction
- **Conscientious** - Demonstrates a commitment to get things done on or before agreed deadlines

- **Assertive and Influential** - Demonstrates a strong desire to lead situations and achieve goals
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**9. Management Approval** – To be completed by document owner

Version		Date	22/05/2023
Document Owner	Peter Nagle		