

Job Description: Hospitality & Events Supervisor (New - 52 Weeks)

Function:	INDEPENDENTS BY SODEXO
Position:	Hospitality & Events Supervisor (New - 52 Weeks)
Job holder:	N/A
Date (in job since):	April 2026 (TBC)
Immediate manager (N+1 Job title and name):	Commercial Hospitality & Events Manager
Additional reporting line to:	Deputy GSM - Catering Manager / Executive Chef
Position location:	Abingdon School

<p>1. Purpose of the Job – State concisely the aim of the job.</p> <p>The Hospitality & Events Supervisor is a hands-on operational leadership role responsible for delivering exceptional external and commercial hospitality events across a 52 - week operation at Abingdon School, including conferences, commercial functions / events, sports teas and match teas.</p> <p>While the primary focus is external commercial hospitality, the role also provides ad-hoc support for internal school events, including SLT and Governors functions, prize giving, open days, Griffen Ball and other high-profile school occasions.</p> <p>This position ensures that all hospitality is delivered with meticulous attention to detail, five-star service standards, seamless guest journeys, polished professional presence and proactive problem-solving.</p> <p>The supervisor works closely with the Commercial Hospitality & Events Manager and Executive Chef to ensure operational excellence, strong stakeholder rapport, client satisfaction and consistent service delivery.</p>

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

Commercial Leadership & Strategy

- Support and deliver commercial hospitality operations in line with Abingdon School's commercial objectives and event standards.
- Contribute to smooth execution of commercial events, ensuring alignment with client requirements, expectations and operational feasibility.
- Maintain awareness of commercial priorities, client satisfaction and service quality, identifying opportunities to support revenue objectives.
- Develop and sustain strong working relationships and professional rapport with internal stakeholders and external clients to enhance collaboration and service outcomes.

Operational Delivery & Excellence

- Lead the planning, preparation, set-up, service and clear down of all commercial hospitality functions across 52 weeks.
- Deliver flawless service at commercial events, sports teas, match teas and other school functions, ensuring all details are executed to high standards.
- Ensure all function sheets, booking systems, equipment and stock are accurately prepared, managed and efficiently deployed.
- Monitor compliance with food safety, allergen management, health & safety, COSHH, fire and safeguarding regulations, embedding a culture of Sodexo safety and accountability.
- Pre-empt operational challenges and implement practical solutions proactively to maintain smooth service delivery.
- Maintain a clean, organised and professional hospitality environment, reflecting Abingdon School standards at all times.

Team Leadership & Development

- Supervise, coach and support hospitality (casual) team members to deliver excellent service, safe working practices and consistent standards.
- Deliver pre-service briefings, team huddles and post-event debriefs to ensure clarity, alignment and continuous improvement.
- Support team performance monitoring, development and engagement, fostering a culture of collaboration, motivation and professional pride.
- Model professional behaviour, attention to detail, proactive problem-solving and service excellence during every shift.

Client & Stakeholder Engagement

- Act as a professional representative of Sodexo at Abingdon School, building credibility and trust with internal and external stakeholders.
- Develop strong working relationships and positive rapport with SLT, Governors, Commercial Director, Events & Courses Manager and other key stakeholders.
- Communicate effectively to ensure client expectations are understood, managed and consistently exceeded, escalating issues to the Commercial Hospitality & Events Manager as required.
- Assist in pre-event site visits, client briefings and post-event feedback collection, supporting continuous service improvement and operational insight.

Financial & Performance Management

- Support commercial hospitality efficiency by managing resources effectively, minimising waste and assisting with accurate reconciliation processes.
- Monitor and report operational issues, variances and opportunities for efficiency to the line manager.
- Ensure accurate handling of cash/less, stock and equipment during all events, maintaining security and accountability.

Brand & Guest Experience

- Deliver a seamless five-star guest experience, combining polished hosting, meticulous attention to detail and professional presence.
- Maintain high standards of presentation, service culture and hospitality environment, consistent with Abingdon School brand and vision.
- Contribute to continuous service improvement, staff training and operational innovation, ensuring every event reflects the school's high-quality standards.

3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Balancing the operational delivery of high-quality internal hospitality with the priority of external commercial events.
- Maintaining consistently high service standards across diverse event types including sports teas, match teas and formal functions.
- Managing complex stakeholder expectations, building trust and professional rapport with SLT, Governors, external clients and internal school departments.
- Leading and motivating a hospitality team in a fast-paced, dynamic, and seasonally influenced environment, embedding operational discipline and collaborative culture.
- Ensuring full compliance with statutory, industry and Sodexo organisational standards while fostering innovation and service excellence.

4. 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.

- Consistent delivery of high-quality hospitality services, reflecting Abingdon School standards and brand expectations.
- Development of positive client and stakeholder relationships, demonstrating credibility, professionalism and responsiveness.
- Support operational efficiency, effective resource use and timely delivery across all events.
- Ensure compliance with statutory and internal standards, including food safety, health & safety, safeguarding and governance.
- Supervise and develop a high-performing, engaged and client-ready hospitality team, capable of hands-on delivery and independent problem-solving.

5. 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.

- Supervision of hospitality operations across a 52-week school calendar, covering commercial and internal events.
- Hands-on oversight of staff during external commercial events, sports / match teas and support internal functions.
- Influence on the success of commercial hospitality delivery, client satisfaction and operational quality, through direct supervision and guidance.
- Operational oversight across multiple hospitality spaces, ensuring seamless execution and adherence to brand standards.

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

Education & Experience

- Experience in supervisory roles within premium commercial hospitality, event or catering environments.
- Proven track record in delivering commercial events, sports teas, match teas and high-profile school hospitality with strong attention to detail.
- Strong understanding of food safety, allergen management, health & safety and compliance regulations.
- Experience in independent schools or environments with high-profile stakeholders desirable.
- Hospitality or catering qualification desirable.
- Full UK driving licence desirable.

Core Competencies & Skills

- Exceptional attention to detail, organisational and operational management skills.
- Strong communication, interpersonal and relationship-building skills across all levels.
- Ability to lead, coach and inspire a team hands-on, ensuring consistent service delivery.
- Proactive, solutions-focused, flexible and resilient under pressure.
- Commercial awareness and commitment to supporting revenue, efficiency and client satisfaction objectives.
- Confident in problem-solving, time management and prioritisation.

Personal Qualities

- Client centric and service driven with a passion for excellence.
- Inspirational and motivational leader capable of developing a high performing team.
- Innovative, solution focused and continuous improvement oriented.
- Strong ethical standards and commitment to organizational values.

Competencies & Professional Behaviours

- Client centric with commitment to delivering five-star hospitality experiences.
- Polished, professional and proactive in all duties.
- Hands-on leadership style with ability to motivate and inspire teams while building strong rapport.
- Ethical, conscientious, accountable and results-driven.

- Innovative and continuous improvement oriented.
- Maintains professional presence, credibility and rapport with SLT, Governors, colleagues and external clients.

7. 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.



Levels

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Received:

Date:

Date:

Job holder

Immediate Manager