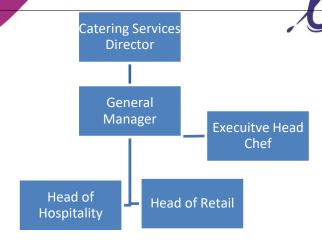| Function:	Operations
Position:	Head of Hospitality
Job holder:	
Date (in job since):	September 2023
Immediate manager (N+1 Job title and name):	Catering Services Director
Additional reporting line to:	
Position location:	The Brick Community

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

As Head of Hospitality, you will be a natural leader and a food safety expert. Your passion for organizational excellence will lead an entire team who pride themselves on delivering a high-quality service consistently. Your focus will be to ensure the prompt and efficient preparation and service of all catering services. You will manage specific conference, events, match day hospitality and teams in accordance with the contract SLA's in Place. Ensure business deadlines and targets are met in a timely manner, proactively plan activities and time to minimise reactivity. Ensuring you and your team are achieving the highest levels of customer service is delivered to all. Lead the team by example and take responsibility when needed, act with initiative, demonstrate energy and enthusiasm. Ensure company policies and security are adhered to at all times ref stock and cash with no unauthorised access.

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.

2. 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.

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                    Catering Services
                        Director
                           |
                        General
                        Manager ───── Execuitve Head
                           |               Chef
              ┌────────────┤
         Head of      Head of Retail
         Hospitality
```

3. Main assignments – Indicate the main activities / duties to be conducted in the job.(Not an exhausted List)

Manage Catering Services:

- Oversee the day-to-day operations of catering services at the venue.

- Ensure the efficient preparation and delivery of food services, adhering to dietary requirements, safety regulations, and Sodexo Live! standards.

Client Relationship Management and Customer Service:

- Working with the General Manager to build and maintain strong relationships with clients.

- Working with the General Manager to ensure catering services meet contractual requirements and exceed client expectations.

- Ensure the highest standards of customer service is being delivered by the team.

Staff Recruitment and Management:

- Support the staffing Manager with recruitment, training, and managing of catering staff.

- Ensure staff are well-trained in safety standards, food hygiene, and customer service.

Compliance and Standards:

- Uphold Sodexo Live! and statutory standards for health, safety, food hygiene, and security.

- Ensure all relevant policies and regulations are followed.

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

- Strong leadership skills to manage and motivate a diverse team.
- Excellent organisational skills to handle multiple tasks and events simultaneously.
- Exceptional customer service skills to build and maintain client relationships.
- Keen attention to detail to ensure compliance with health and safety standards.
- Excellent organisational and time management skills.
- Exceptional communication and interpersonal skills.
- Ability to work under pressure and meet tight deadlines.
- Good standard of literacy and numeracy
- Experienced in using Microsoft Office
- Previous experience in a commercial catering environment

7. Management Approval – To be completed by document owner

Version	1	Date	
Document Owner			

8. Employee Approval – To be completed by employee

Employee Name		Date	