

# Job Description: Contract Director



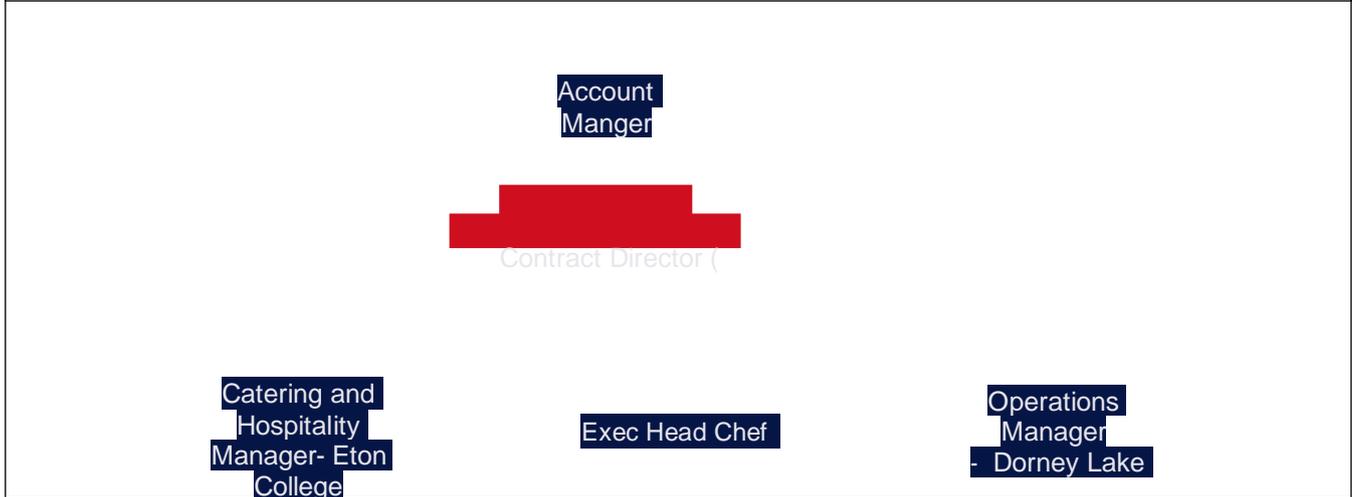
Function:	Schools - Independent and Private
Job:	Contract Director
Position:	Contract Director
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Senior Account Manager
Additional reporting line to	Account Director
Position location:	Eton College Bekynton (central dining) and Dorney lake

<p><b>1. Purpose of the Job</b> - State concisely the aim of the job.</p> <ul style="list-style-type: none"> <li>• To be a visible and approachable Contract Director at the flagship site of Eton College and Dorney Lake</li> <li>• To oversee the strategic planning of and execution of a "best in class" catering, hospitality, events service at Eton College and commercial activities including conferencing, retail and lake side events at Dorney lake,</li> <li>• Increase synergy and continuity of offer and event delivery across Dorney, Bekynton and all Eton College request for hospitality</li> <li>• To provide strong leadership for both catering operations at Eton College and Dorney Lake <ul style="list-style-type: none"> <li>▪ To ensure that operational standards meet the agreed standards detailed in the contract and specifically meets both Independents by Sodexo brand standards and the client's expectations of delivering the very best food and service in the independent school sector.</li> </ul> </li> <li>• To be a Sodexo ambassador by promoting Sodexo and the value it brings to Eton College and Dorney Lake, allowing the client to focus on their core business of providing education. It is our role to support the environment students live and work in to do the very best academically whilst at Eton College <ul style="list-style-type: none"> <li>▪ To champion Food Safety and Health and Safety across the business.</li> <li>▪ To communicate - effectively communicate Sodexo (and Eton College) messages, process and procedure into the on-site team.</li> <li>• To be client and customer centric - seize every opportunity, with client interactions, to show Sodexo professionalism and status as subject matter experts. Seek out opportunities for business improvement and growth. <ul style="list-style-type: none"> <li>▪ To support the Operations Manager to build a business plan for development and to maximize profitability at The Lake and seeking out new commercial markets</li> <li>▪ To be hugely financially aware - seek out commercial value in purchasing, give value for money within budget parameters and challenge cost and revenue generating opportunities to achieve improved performance</li> <li>▪ To Inspire, train and develop the operational team so that they believe in themselves and are examples of internal promotion through hard work and commitment.</li> <li>▪ To be a Centre of Excellence for Independent schools' division and actively participate in prospect and other client visits to Eton College and Dorney lake</li> <li>▪ To participate on occasion in other activities across Independents by Sodexo, contributing expertise to the wider business.</li> </ul> </li> </ul> </li> </ul>
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<p><b>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.</b></p>			
Revenue	£3.6		
FY23:	mil		

Characteristics	<ul style="list-style-type: none"> <li>Eton College currently has 1300 students and 350 staff</li> <li>Dorney Lake delivered XXevents during 2021/22 and has xx currently booked for 22/23</li> </ul>
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**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.



**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.

Eton College is an elite Independent school and a long-standing flagship contract for Sodexo Dorney lake was the Olympic venue for Rowing in 2021 and now is a conferencing events venue

- This role has overarching responsibility for leading strategic business planning in agreement with line management and key school stakeholders to ensure this contract maintains its "best in class" status at all times
- To lead a large (60+) diverse team of Sodexo colleagues and client staff, across Eton College and Dorney Lake
- Delivery of a compelling, relevant and appropriately changing fresh food offer in multiple venues in both large (student dining) and small numbers (for fine dining) at Eton College along with retails and conferencing offers at Dorney lake
- Effective financial control and clear accurate reporting
- Exceptional execution of all food hygiene and health and safety systems

Recognising and adapting our offers to differing customer groups - students, parents, prospective students and families, academic staff, support staff, senior management, visitors and commercial let customers

To comply with all legislation and processes around safeguarding of children

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

- Embed the Sodexo ways of working for the Catering team - Focus on Five, Management behaviors, Safety culture, Human Resource management

- Manage and control the services to the agreed specification and to the agreed performance, qualitative and financial targets.
- Manage a team to increase the Client and Sodexo's revenue opportunities i.e. commercial opportunities particularly at the Lake , labour efficiency and generate the GOP within retail operations.
- Supply Chain Management - ensure value for money is achieved through robust management of purchasing.
- Nurture client relationships in order to stabilise & develop them for long term partnerships
- Recruit, induct and develop talented employees within the team and, if necessary, firmly and fairly manage poor performance.
- Identify opportunities for organic growth and new business.
- Exceptional management of Food Hygiene, Health, Safety and Environmental Legislation using the Sodexo Safety Management System.
- Responsible for driving continuous Improvement and innovation
- Strategic and technical support- professional advice to customers, peers and the team.
- To always challenge the way things are done - the way things have been done in the past may not be the right way or the Sodexo way. Creativity and the ability to inject change is key.
- To control the client labour budget ensuring personnel are scheduled against business needs in a cost- effective manner.
- To champion the Fresh Food from Scratch Standards ensuring Eton College and Dorney Lake are the unrivalled site for colleagues to see and shows off the very best to prospect accounts and visitors alike.
- To role model "Focus on Five"- Communication, Recognition, Performance, Training and Development and Clear Direction and establish Sodexo management behaviors.
- To exhibit the values of both Sodexo and Eton College and Dorney Lake
- To establish and maintain productive working relationships with individuals at all levels within the College and Sodexo.
- To take a keen active interest in and deliver added value development for both the Sodexo team and personnel employed by Eton College and Dorney Lake
- To engage with key client groups - "Walk the Floor" during service periods and engage and interact with clients, colleagues, and any visitors. Attend pupil food committee meetings each half term, lead and be present at selected events when required at Dorney Lake
- To be an active (site based) member of the Account Manager team for Independents by Sodexo by contributing ideas and debate, assisting with projects and tender presentations.
- To represent Sodexo and/or Eton College and Dorney Lake at industry events.

**6. Accountabilities** - Give the 3 to 5 key outputs of the position vis-a-vis the organization; they should focus on end results, not duties or activities.

- High levels of satisfaction and feedback from the client groups - Students, Parents, Visitors, College Staff, Lets Business and Commercial Events organisers.
- Consumption costs and budgetary controls are on target or better
- Contract renewal

High levels of staff engagement and morale

- Regular introduction of innovation that excite both clients and staff

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

Essential

- 10 years of experience in hospitality industry within a high quality, high volume, seven-day environment.
- Strong level of literacy and numeracy

- Exceptional leadership skills and able to manage complex and multiple stakeholder relationships
  - Good communication and interpersonal skills and the ability to be an effective team player
  - Flexible, with the ability to work under pressure and across a range of shifts and service times
- Strong ability to increase individuals' effectiveness through leadership, motivation, communication, coaching and training
- Excellent time management and organisational skills
- Ability to set and maintain high standards consistently
- A love of great food and great people

**Desirable**

- Intermediate Food Hygiene certificate
- IOSH Managing Safely
- Ability to review problems analytically, develop opportunities and implement innovative solutions / approaches
- PC literate
- Experience in and/ or knowledge of Independent Schools sector
- Experience in events management and conferencing

**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	
■ Commercial Awareness	
■ Employee Engagement	
■ Learning & Development	

**9. Management Approval** - To be completed by document owner

Version	1.2	Date	17.11.22
Document Owner	T Carolyn Clark		