

Job Description: Sodexo Live!

Function:	Culinary/ Catering Operations
Position:	BOH Manager
Job holder:	-
Date (in job since):	-
Immediate manager (N+1 Job title and name):	Head of BOH & Logistics
Additional reporting line to:	Executive Chef
Position location:	ACC Liverpool

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

To support the Head of BOH & Logistics ensuring all areas across the business are operating to a high standard of cleanliness levels.
 Ensuring all the BOH team are working safely and in line with organisational policies.
 To be responsible for the organisation and storage of stock and equipment on the premises.

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.

- Sodexo Live! UK&I Delivers services in food retail, hospitality catering, venue sales & hospitality ticketing sales and marketing.
- This role is for the BOH Manager at Sodexo Live! At ACC Liverpool in which you will be reporting directing to the Head of BOH & logistics managing various BOH areas cleanliness and stock areas ensuring that all areas are maintained and BOH team are working safely and in line with organisational policy.
- Within the role you will be multi-tasking and working in a large-scale events venue with a diverse range of events running simultaneously.

3. 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.




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.

- Support the Head of BOH & Logistics to maintain cleanliness and storage of stock and equipment for a range of events.
- Working alongside a casual and transient workforce.
- Diverse operations and multiple events running simultaneously.
- Managing Client/ Customer satisfaction and expectations through maintaining a high level of standards.

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

- Implement consistent standards of operation in line with client, company needs and expectations
- To be responsible for the correct operation and cleaning of all machinery, particularly dishwashers
- To maintain all operating equipment, floors, walls, ceilings and kitchen equipment to the highest standards of cleanliness
- To ensure that all cleaning schedules for all areas of responsibility are carried out to the required standards
- To ensure that the rubbish throughout all areas of responsibility is removed daily
- Ensure all SOPs are maintained, and staff are fully trained.
- Assist the Operations team in ensuring that all detailed equipment requirements/ kit lists for each event are in place in a safe manner, as per company procedures.
- Ensure that all areas are set and prepared to meet with relevant requirements.
- Oversee and support all operations daily.
- Ensure adherence to company uniform standards across all areas
- To effectively maintain, manage and develop a core team and provide them with the information and tools with which to achieve their roles
- Lead your team by communicating and motivating individuals effectively towards achievement of objectives
- Ensure that casual employees are thoroughly briefed and capable of expectations.
- Issue detailed rosters, staffing effectively whilst controlling costs in-line with budgeted payroll.
- Ensure all stock is put away neatly and in a timely manner when it arrives – be that wet, dry or other
- Administer stock stakes on monthly basis reporting on shortages and cost implications.
- Ensure safety walks are completed and recorded in line with company procedures.
- Ensure all mobile catering equipment is maintained and stored correctly.
- Report all faulty equipment, walls, ceilings and floors in all areas.
- To be aware of and ensure that those responsible to you are aware of all legislation that is relevant to your work and ensure that all legal requirements are met including; Health & Safety at work, Food Safety, Allergens, COSHH, Environmental Health, Fire Precautions and any others.
- Adherence to all Company Policies.

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.

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- Ensure that all Health and Safety, Food Safety, COSHH, Environmental Health, Fire Precautions and Allergen policies are adhered to.
 - Accountable for all stock control systems within the kitchens following company stocktaking procedures and liaising with Head of BOH Logistics Manager.
 - Implement consistent standards of operation in line with client, company needs and expectations
 - Maintain all operating equipment, floors, walls, ceilings and kitchen equipment to the highest standard of cleanliness.
 - Regularly communicate with direct Line Managers to understand the business priorities.

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

Experience in a high-volume environment – ideally within major events or a banqueting operation within a similar role.

Essential Skills

- An ability to deliver under pressure and work in an ever-changing environment
- Great time management skills
- Excellent communication skills
- Previous experience within a supervisory/ management position leading casual team members and supervisors.
- Strong culinary skills and a can-do attitude
- Attention to detail and a commitment to maintaining high standards of quality and presentation
- Strong communication and customer service skills
- Intermediate Food hygiene and understanding of Health and Safety procedures and Due-Diligence
- Able to work on own initiative within a team environment
- Flexibility to work weekends and evenings dependant on the business' needs.

8. Management Approval – To be completed by document owner

Version	1	Date	28/4/25
Document Owner	TL – L&D – ACC		

9. Employee Approval – To be completed by employee

Employee Name		Date	
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