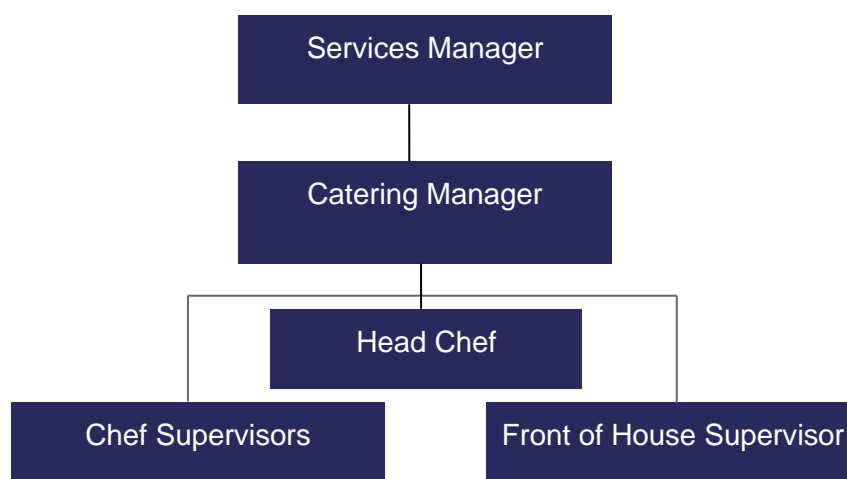


JOB DESCRIPTION

Position Title	Catering Manager	Department	Operational
Generic Job Title		Segment	Defence
Team Band	A	Location	Allenby Connaught
Reports to	Services Manager	Office / Unit name	

ORGANISATION STRUCTURE



Job Purpose

- To deliver and maintain the highest standard of service within all food and catering service delivery
- Represent Sodexo at a unit level in the area of food development
- To plan, organise and coordinate daily catering activities within the dining facility
- To manage preparation, cooking and the food offer to the highest quality as per company policies and procedures
- To plan functions including menus and costing in conjunction with the Services Manager
- To input and plan menus utilising a central menu bank, ensuring ordering and control of food stocks are maintained within budget
- To manage front of house teams, to ensure high standards of customer service is provided at all times
- Support attached messes

Accountabilities or “what you have to do”

Leadership and people

- You will role model the company values and ensure they are reinforced at every opportunity. You will provide leadership and clear direction on all aspects of your business area, operational and people, ensuring your own team, deliver on business objectives
- You will support in the delivery of the people, plan and on the back of this, developing future capability of your front line teams
- To assist the SM in conjunction with Human Resources in monitoring staff discipline and welfare matters
- To assess nominated staff on level of competence within areas of responsibility and ensure business and legislative requirements are met
- You will lead by example and champion effective communication
- You are responsible for the development of your colleagues and will manage the performance of your team in line with Sodexo HR policy and procedures

Governance and compliance

- You will be accountable, through the accountant for all cash and stock within your business in accordance with Sodexo policies and procedures. You are also responsible for cash handling and banking activity in line with company policy
- You will manage food safety and health and safety standards within the dining facility in line with current and future H&S and food safety legislation and company policy
- You will liaise with the Service Manager on the utilisation of resources to ensure the catering departments compliance to UBHC, QA, Safeguard, ROL

Financial Management

- You are responsible and accountable for the financial delivery and performance of your catering area in line with weekly, monthly and annual budgets
- Specifically, you will undertake menu and function planning and costing in conjunction with company policies and procedures in line with the needs of the business
- You are responsible for contributing to the monthly financial review process against KPI's and ensure follow up on all improvement plans to support delivery of budget at local level

Relationship Management

- You are responsible for managing local client and customer relationships and developing and maintaining strong business relationships. You must seek to understand the client's business environment and drivers, developing and maintaining strong relationships and establishing a network of client contacts. You will manage clients proactively and professionally ensuring Sodexo delivers service in line with the client's business objectives. You will understand the importance the client places on partnering principles and endeavour to establish a dynamic and positive culture for co-operative business relationships and improvements to service
- You will act as a conduit for all external and internal relationships in relation to all PAYD services

Operational Management

- You are responsible for overseeing the operations of your business area and managing its compliance with legal, regulatory and company requirements including the quality management system (QMS)
- You will effectively manage continuous improvements, taking corrective action where necessary and inform your line manager of performance issues
- You will ensure robust food safety and health and safety procedures are implemented, reviewed and reported on a regular basis
- You will support the management in the daily catering operations through direction of the Service Manager and the Catering Area Manager and through priority planning, and resource balancing
- You will ensure continuity of management in the absence of the unit's head chef's, chefs or under direction of the Services Manager

- You will liaise with Aspire, the Authority, Service Manager, unit team, support team, on the daily requirements of the contract and undertake any reasonable task in a flexible manner as directed by the line Manager
- To analyse all audit results/reports as conducted, to identify areas of improvement and deliver action plans to meet the business objectives

Service Excellence

- You are responsible for driving all aspects of service excellence across your business area including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards
- You will promote all aspects of craft development and initiate all staff training required through the Regional Training Manager and Services Manager incorporating PAYD craft initiatives and innovation
- Ensure all food, marketing and merchandising is implemented to the required standards (to include programmes and initiatives developed by centre)
- You must ensure that you and your team work to recognised and expected standards ensuring the offer is meeting the customer's needs through full and correct use of company tools. In partnership with subject matters experts you will champion and embed service excellence initiatives across your business area and ensure that all services are aligned to the defence client and customer needs and deliverable within budget
- Deliver elements of the PAYD training plan, which targets the improvement of food quality, food presentation and craft skills
- To initiate company directives, to include audits required to monitor all standards, and routinely inspect all areas of the business in the various contracts, to enable measurable improvements

Key Performance Indicators (KPIs) or "What it will look like when you are doing the job well"

- Contribution to gross profit and improvements to budget performance as determined by segment business objectives.
- Revenue growth and delivery of year on year performance in your business area.
- The improvement and monitoring in food safety and health and safety; environment; risk; client satisfaction and quality.
- Operational excellence in labour management and performance.
- Employee engagement and IIP.
- Well developed internal and external network.

Skills, Knowledge and Experience

Essential

- Relevant management/catering experience
- Must have one or more of the following qualifications or equivalent: - BSC (Catering), MHCIM, HND, City and Guilds 706/1 and 2, NVQ level 2 and 3 and possess an intermediate level food safety certificate.
- Good numerical and communication skills. Must be able to demonstrate effective verbal and written communication.
- Management knowledge of health & safety and food safety
- Able to work on own initiative within a team environment
- Demonstrate experience of working in a similar role within the service industry at a comparable level.
- Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook).
- Able to demonstrate attention to detail and adherence to standards

Desirable

- IOSH and CIEH qualifications or equivalent.
- Proven experience of managing client relationships.
- Proven track record of leading, managing and developing a team.
- Experience of working in a military environment.
- Previous PAYD experience.

Contextual or other information

- Travel and overnight stay may be required to undertake training and other business requirements
- May be required to work unsociable hours in line with business requirements
- Flexibility on work schedule will be required at times

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Document owner	Kevin Ayton		