

# Job Description: Hospitality Support Manager



Function:	Independent Schools - Operations
Job:	Hospitality
Position:	Hospitality Support Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Hospitality Peter Nagle
Additional reporting line to:	General Manager Andrew Ridout
Position location:	Wellington College

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

- To deliver, and help manage and co-ordinate, outstanding and consistent hospitality across Wellington College to all stakeholders, both internal and external
- Lead, engage and motivate team to meet and exceed expectations.
- Deliver exceptional customer service to build valuable long-term relationships with colleagues, customers and clients
- Assist in the service, planning and execution of fine dining, casual dining and sports teas.
- Communicates to build relationships and interacts appropriately with others
- To deliver all services in a safe manner, having a zero tolerance to accidents, and referring to risk assessments and SSW's at all times
- Effective allergen management
- Deputise for the deputy hospitality manager when required, and also head of hospitality
- Ownership and responsibility for certain aspects of hospitality, within remit
- Constantly look to improve and innovate

## 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.

Hosp Revenue FY24	£750k	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	Indies
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	HRBP
		Net income growth:							
		Cash conversion:							

Characteristics ▪ Internal and Commercial

## 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.

Contract Director  
General Services Manager  
Deputy General Manager  
Head of Hospitality  
Hospitality Support Manager

**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.

- To deliver a high quality, consistent, food and beverage hospitality service at Wellington College. The aspiration is to be one of the country's best independent schools
- **Creativity** – there is a desire to see constant change and freshness. Innovation is key to success
- **Managing the Team** – requires the very best people skills – clear direction, effective communication and high staff engagement strategies
- Ability to work in a fast moving, complex operation
- **Plan**, organize and deliver the best hospitality experience to the College clients
- Foster strong and productive **client relationships** on all levels
- **Financial** – plan resources accordingly and minimise wastage; reconcile costs after every event
- **Allergen Management** – follow company procedures at all times

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

**OPERATIONS**

- Liaise with both the College Events team and the External events team to clearly understand the respective needs of both departments
- Understand the quality of information populated on the event booking system as the basis for all planning, internal communication and seamless delivery of events
- To ensure all functions on shift are set up to the correct standard and in a timely manner
- Communicate closely with the other support managers and chefs to deliver innovative, new and first class hospitality experiences
- Be able to communicate at all levels
- Always looking at ways to improve service and to enhance the quality of the experience we offer
- Monitor all food hygiene and health and safety standards, to ensure they are maintained to the required client and Sodexo expectation as outlined by Safeguard
- To ensure that all food is served with due care and attention and to be accountable for all customer dietary requirements, allergies and intolerances, for example nut, dairy, wheat
- To monitor the serving and storage of foods in Hospitality venues, keeping records as required and taking appropriate action where necessary to ensure we comply with HACCP procedures
- Comply with all COSHH procedures
- Ensure pre-service briefings are conducted and all items included
- To pre-empt any unforeseen problems and to have the foresight to implement a solution before it becomes an issue
- Implement the hygienic cleaning of the service and dining areas to comply with H&S regulations
- Responsibility for opening, close down and security procedures within the department accordingly
- Reporting maintenance issues, completing collegiate, ensuring the department/event venue's fabric and equipment is kept in a safe, cleanable and fully functional condition
- To report any incident, accident, fire, theft, loss or damage and take action as may be appropriate
- To attend meetings and courses as required; including the morning 9.30 if required to represent hospitality and communicate upcoming events over next 48hrs; and college event meetings
- Assist with ordering stock and drinks as required and managing deliveries; ensure all storage areas are kept clean and tidy
- Undertake safety walks and talks as required in hospitality and other departments
- Undertake all necessary administration, including e-mails, phone calls, KX and function sheets

## PEOPLE

- Supervise and train staff on all aspects of Health and Safety/Food Safety relevant for your work area to include Safe Systems of Work and Observed Competency Checks
- Measure the performance of your people by giving feedback and reviewing and completing the PDR process
- Communicate regularly – Team Huddles, Safety Focus Moments
- Promote a friendly working relationship with colleagues
- Develop your people and succession planning
- To role model managerial behaviours and to hold oneself and others to meeting commitments
- To ensure staff meet all dress codes and personal hygiene regulations and rules
- Ensure all Sodexo and site safeguarding measures are complied with at all times

## BUSINESS IMPROVEMENT

- Always seek out new and innovative ways of doing things
- Be proactive in overcoming barriers to success
- Provide feedback on how we can improve our performance and embrace change
- To undertake occasional duties outside the normal routine but within the scope of the position and the departments activities

## 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.

- To deliver a consistent level of service, within the Company's high standards, to the contract specification and agreed performance
- Comply with Company and statutory regulations relating to safe systems of work, health and safety, food safety, allergens, hygiene, cleanliness, fire and COSHH
- Read and familiarise yourself with Sodexo Policies relevant to your role and that of the department; follow these at all times
- Continuously drive improvement

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

- Event or hospitality experience in a similar environment
- Strong level of literacy and numeracy
- Highly effective communication and interpersonal skills
- Clear and effective leadership style
- Ability to analyse problems, develop opportunities, and implement innovative solutions and approaches
- Excellent time management and organisational skills
- Able to demonstrate positive attitude to self-development, willingness to learn in role and identify own training needs as appropriate
- PC and software literate
- Display a constant and sustained level of enthusiasm and self-motivation
- Strong ability to build professional relationships and to communicate on all levels
- Ability to set high standards, achievable through striving for continuous improvement
- Ability to act on own and also work effectively as part of a team
- Flexible approach to the role
- Health and Safety and Food Safety certificates
- Experience of managing people
- Personal driving licence

**8. Competencies** – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- **Client centric** – always have the client (and their customers) at the centre of everything we do
- **Passionate about Service** – Our service is our reputation, so the quality of service needs to be the highest possible – there are no limits and we can always improve next time
- **Rigorous Management of results** – focus on outcomes which might be financial, service drive, positive customer feedback, relationship building, partnership enhancement and contract longevity
- **Enthusiastic** - Displays a natural and sustained enthusiasm and energy
- **Self-Motivated** - Needs no encouragement to make things happen
- **Able to build and maintain relationships at all levels** - Is able to communicate within both client and Sodexo organisations
- **Inspired Leadership** – the team are excited by you and want to follow your lead
- **Strong but Flexible** - Always prepared to listen and consider the views of others
- **People Management** – our success will come through our people. We must inspire, nurture and encourage the whole team to perform to their maximum potential. We are not scared to deal with challenges through effective performance management
- **Committed to Development** - Demonstrates recognition of others' contribution
- **Competitive** - Shows a healthy desire to succeed
- **Positive** - Focuses on what CAN be done
- **Personal Behaviour** - Recognises importance that our behaviour has on the attitudes and actions of others
- **Responsible** - Conscious of the consequences of action or inaction
- **Conscientious** - Demonstrates a commitment to get things done on or before agreed deadlines
- **Decisive** - Willing to make and implement difficult decisions
- **Assertive and Influential** - Demonstrates a strong desire to lead situations and achieve goals
- **Analytical** - Shows an interest in and an aptitude for analysing situations and circumstances before taking action

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

Version	WCHSM2024V1	Date	22/05/24
Document Owner	Andrew Ridout		