

Job Description:
Business Manager

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| Function: | Corporate Services |
| Position:  | Business Manager Catering |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Client Relationship Manager |
| Additional reporting line to: | Area Support Manager |
| Position location: | Dell Ovens, Cork |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * The function of this post is to monitor performance and promote growth, through direct line management of a number of service offers.
* Responsible for Retail outlets, onsite staff restaurants / Hospitality Events and vending
* Delivers services that are highly customer focused, exceeding expectations and delivers business growth
* Prepares accurate financial information that assist in tracking each service and drives profitability.
* Produces accurate monthly reconciliations for each service, reporting against budget and forecasting year end position.
* Prepare for and attends monthly client finance reviews
* Manages all client billing for commercial services
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| 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. |
| Scope  | Commercial and summer accommodation |  | Systems | SAP | Clarity Live |  |
| Retail Store |  |
| Venue Building |  | E-prophit | UDC Billing |
| Gym |  |
| Characteristics  | This is a hands on role that will involve personal input / action within all commercial service functions |

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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. |
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| **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. |
| Accountabilities or “What you have to do”* Present a courteous, smart and efficient approach at all times
* The post holder comes into contact with a variety of different clients and customers and will constantly seek to excel in Customer Service
* Maintains effective lines of communication throughout the service
* Monitors staff and ensure compliance with company policies and procedures
* Supports a team approach that recognise individuals and promotes high staff moral

Key Tasks - Retail, staff restaurants, café bar & vending services * To plan, organise and control all aspects of the services and activities within client and company guidelines
* To manage staffing rota to ensure they meet trading patterns, business growth and budgetary constraints
* Maintain cleanliness and hygiene, complying with company policies and procedures
* All equipment, fixtures and fittings are maintained and are safe for use
* Cash is strictly controlled, all staff adhere to the Cash Handling Policy
* Stock is strictly controlled maintained in line with company policies and delegation of authority procedures
* Marketing through various means, maximising selling opportunities, and patronage and customer loyalty
* Have a thorough understanding and regularly review each department’s compliance with licensing requirements
* Working closely / align strategy with Sodexo group teams including Culinary Director, Client Relationship Manager, ILA food platform team

Accounting and administration* Produce weekly trading returns and payroll information using computerised accounting system in line with Sodexo trading procedures
* Methodical and systematic approach to handling documentation to ensure accurate capturing of data
* Produces reports using spreadsheets to assist in the timely monitoring of departmental activity
* Maintaining appropriate payroll information and answer enquiries from individuals regarding the make-up of specific payments / deductions
* Records are maintained in compliance with company policies and procedures
* Use of SAP to produces monthly P&L accounts for communication to Sodexo finance and account manager
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| 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. |
|  People* The correct people are recruited for each post in line with company policies and procedures
* Maintains effective communication to ensure a quality service is delivered at all times
* Ensures that staff welfare is met where possible without delay
* Actively champion a safe and healthy environment for customers and staff
* Carry out job skills and mandatory training as required
* Carry out annual performance reviews with direct team members, providing feedback where appropriate.

Health and Safety* Ensure that all staff work safely and comply with Company and Legal requirements
* Maintain strict controls on hazardous materials, in storage and in-use, observes all COSHH regulations and manufacturer’s instructions
* Ensure that energy, resources and equipment are used in a correct, safe and economical manner in accordance with Company policies and legal requirements.
* Ensures that all accidents and near misses are recorded appropriately. Timely accident investigation identifies remedial actions and or safe systems of work
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| 5. 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. |
| * Develop a team approach to fostering and enhancing sales opportunities
* Take the lead, support the development and embedding of a strong sales culture
* Embed the customer journey and student experience to a high standard
* Identify and put plans in place to address any shortcomings in the delivery of the sales targets
* Compliance with Sodexo policies and procedures
* Monitoring is effective in minimising wastage and erosion of GP
* Accurate and timely financial reporting
* Safeguard audits
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential* Experience in retail services
* Good IT skills
* Demonstrates high quality customer service skills
* Strong Communication skills
* Experience in working within a safety culture/ zero harm culture

Desirable* Familiar with Sodexo Policies and procedures
* Health and safety qualification
* Personal License holder
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Name …………………………………………………….

Date……………………………….

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