

JOB DESCRIPTION:

Assistant Catering Operations Manager

Function:	Operational Management
Position:	Assistant Catering Operations Manager
Immediate manager:	Catering Operations Manager
Additional reporting line to:	Head of Catering Operations
Position location:	Cambridge Biomedical Campus, Cambridge (Site-based)

1. Purpose of the job

AstraZeneca's location within the Cambridge Biomedical Campus, which includes The Discovery Centre, is one of Sodexo's most prestigious accounts in the UK. Reporting into the Catering Operations Manager, this role involves coordinating, supervising and delivering daily operations within The Disc, covering its restaurant, café, coffee bar, 4 grab & go markets and any pop-up food counters. Responsibilities within this role include operations, finance, team management, client relations, and deputising for the Catering Operations Manager when they are not on site.

With the Catering Ops Manager, you will co-lead and develop a team of approx. 10 employees with finesse and you will play a key part in establishing a positive, proactive, innovative, supportive, and inclusive working culture.

Of equal importance will be your dedication and passion to drive FOH customer service, visitor experience, employee engagement, exceptional presentation and immaculate cleanliness.

2. Organisation chart



3. Main assignments

Catering Operations

- Ensure the team delivers a high-quality and presentable food and coffee offer throughout the site, that meets Sodexo standards and the client's requirements
- Deputise for the Catering Ops Manager to represent the management team within the Sodexo and client operational arena when required.
- Assist to ensure the areas used by the team, employees and the public are tidy, clean and well maintained at all times, reporting any hazards, accidents or maintenance issues promptly.
- Assist with stock control management by scrutinising all areas before final submission.
- Ensure all team members are aware of the requirement for exceptional customer service, they promote it at all times, and you achieve this by arranging regular trainings, coaching sessions and incentives
- Assist the Catering Ops Manager to ensure that all expenditure, including staff labour, is within budgeted levels and is in line with Sodexo policies, including the use of nominated suppliers.
- Support the functioning of the team, while assisting in management of the operation, to optimise service, anticipate issues and put in place robust contingency plans
- With support from the Catering Ops Manager, work closely with the kitchen manager to process any menu changes promptly and keep all selling platforms up to date.
- Support Catering Operations Manager with governance reporting based on day-to-day operational activities.
- Work with the Catering Ops Manager to ensure contractual specifications and KPI's are over achieved to the required customer satisfaction standards.
- Help maintain the team's effectiveness via the Standard Operating Procedure Manual
- Work with the Catering Ops Manager to establish and build effective working relationships with senior stakeholders and employees, acting as a key point of contact.
- Assist the Catering Ops Manager with all aspects of catering services that are provided to the client, to ensure Sodexo's reputation is enhanced to the highest standard
- Act as an ambassador for Sodexo and actively promote Sodexo as a 1st class provider for all services offered

Team Management

- Motivate and lead team members to perform their roles to a high standard and in alignment to Sodexo policies and procedures, while always doing so with professionalism, dignity and respect.
- Assist to ensure a training plan and schedule is completed for every new team member, working closely with line manager and employee until the employee's induction is 100% complete.
- Help to ensure that all employees are knowledgeable and motivated about their roles and the business, through effective inductions, accurate job descriptions, on the job training and regular 1-1 coaching.
- Engage regularly with your direct reports to work on their development and coach them in both overcoming challenges and managing their teams with consistency, fairness, and professionalism.
- Support the Catering Ops Manager in daily team huddles to cascade news, actions, and energise motivation.
- Assist the Catering Ops Manager in the recruitment process of your team members and ensure that the right candidates are hired based on their skill, experience, and the ability to gel with the current team.
- Identify and highlight talent, support in their development, and work with the Catering Ops Manager to ensure succession plans are in place.
- Focus on ensuring all team members cohesively work together to provide a 'one team best of class' service for internal and external customers, in the performance of their contracted duties

Safety and Compliance

- Ensure that Health & Safety is the number one priority of all staff and that all safeguard administration is delivered in advance of and during operations, to statutory and Sodexo standards
- Support by taking part in briefings to deliver safety information such as; COSHH, Health & Safety, Food Safety, Fire Safety, First Aid and any statutory, client or venue specific safety requirements that must be complied with.
- Provide prompt support with any emergency/crisis situation within the building, working with the Operations Manager, dept heads and managers
- Be aware of all accidents, incidents, near misses and observations that occur within the building's catering areas and ensure that all instances are correctly and promptly reported.
- Undertake regular internal spotchecks and support in preparing for any external auditor or governance visits.

- Support the Kitchen Manager, Head Chef and Catering Ops Manager in promoting a Zero Harm Mindset via training huddles.
- Become trained in and participate as a fire marshal, to assist in the efficient evacuation of guests and colleagues in the event of an emergency.

Other

- Liaise with the other departments in a polite and efficient manner, to ensure that all issues and queries are communicated and met in order to provide a seamless customer experience
- Obtain a full working knowledge of the AstraZeneca buildings, including all services and amenities, and adhere to all building policies and procedures
- Work flexibly and support other service streams, if required.
- Undertake any other reasonable tasks or projects requested by the Catering Ops Manager or more senior stakeholders.
- Maintain good working relationships with suppliers
- Assist in submitting monthly reports to deadline.
- Keep records for a specified duration for financial and operational auditing purposes
- Apply a continuous improvement outlook on all tasks undertaken.
- Be flexible in hours of work depending upon the business needs.

4. Person Specification

Essential

- An ability to communicate effectively and build longterm relationships with customers and clients at all levels
- Excellent planning and organisational skills with an ability to manage multiple workloads and shifting priorities, whilst always meeting deadlines.
- Proven leadership skills in developing a diverse team and building a new working culture within a catering environment.
- Self motivation to learn new procedures, systems, and techniques.
- Posses a leading, hands-on approach to policing standards, holding people accountable, and driving a team to exceed a set of performance criteria.
- A deep awareness of what exceptional customer service is and how to drive it.
- At least 3 years experience managing a catering operations team.
- Proficient in MS Office products and a quick learner of new systems.

Desirable

- History of creating processes and procedures
- Experience of working in a corporate hospitality, hotel, or visitor attraction setting.

5. Competencies

▪ Driving client and customer satisfaction	▪ Driving Customer Service and Visitor Experience
▪ Reviewing and improving standards	▪ Analysis and decision making
▪ Team and people management	▪ Planning and organising
▪ Innovation and change Implementation	▪ Creating and maintaining longterm relationships

I have read, acknowledged, and understand my responsibilities moving forward in this position:

SIGNITURE:

DATE:

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PRINT NAME:

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