

JOB DESCRIPTION

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| Function: | Energy and Resources |
| Position: | HOSPITALITY EXECUTIVE MANAGER |
| Job holder: | |
| Date (in job since): | |
| Immediate manager (N+1 Job title and name): | Hospitality Manager |
| Additional reporting line to: | N/A |
| Position location: | Shell Centre London Campus, London, Waterloo |

1. Purpose of the Job

- Shell London Campus is the Global HQ and where all Shell Executives /Board Members and CEO's are based.
- Management of the Shell Executive Department on a day-to-day basis covering all services to executive floors and their onsite meetings/Events.
- Services include every aspect of floor from catering, visitor collection, special requests, and liaison with other Sodexo departments.
- To ensure a 5* service is delivered at all times and to create a amazing 1st impression to all users.
- To manage the team and delivery of excellence in all areas of service, for a seamless operation
- Build strong working relationships with key stakeholders on floor including PA's
- Ensure all requests are executed with the level of expertise that is expected
- To maintain standards, company policies and procedures
- Executive service for this group is often bespoke, confidential, and personal. Team to always maintain a professional behaviour and maintaining Sodexo presence

2. 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.

- Set up the Executive Floor standard's, offer and service package, drive 5-star service levels
- Train and develop a team of stewards to service executive floor
- Build long-term relationships with client and key stake holders
- To be proactive and drive innovation and continuous improvement of people, processes and service
- Managing multiple priorities concurrently, flexibility and react to last minute request
- Understand international etiquette and diplomacies. This is a highly confidential position which requires discretion.
- Executive Committee may require bespoke events and outside catering from time to time
- Drive one team ethos between all teams to achieve desired end goals
- Support the Hospitality Manager in the development of business strategy in line with current and emerging client needs

- Must be confident and be comfortable with delivering high end fine dining table service.
- Deputise for Hospitality Manager in their absence and support them in managing Hospitality department

2. Organization chart



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

Growth, client and customer satisfaction

- Deliver a 5* service across department at all times, lead the team to ensure this and drive communication within and across whole campus, one team ethos
- Manage all requests and relevant paper work, to record details for monthly reporting
- To regularly monitor customer feedback and ensure all issues are dealt with satisfactorily and shared via agreed feedback process.
- To be customer focused at all times, approachable and quick to exceed expectations in fulfilling customer needs, engage with key stake holders
- Develop strong working relationships with key stakeholders within Shell Executive Floor
- To take responsibility towards your own development with the guidance of the hospitality manager and to attend training courses as identified
- To show commitment to company values in all aspects of your role
- Role model the focus on five behaviours to improve engagement, enhance performance and retain Investors in People accreditation
- Build personal effectiveness in all situations

Rigorous management of results

- To implement, maintain and communicate to employees the contract and Sodexo standards and statutory regulations relating to safe systems of work, health and safety, food hygiene and Company Quality Management system in order to ensure compliance is adhered to at all times
- To act as a role model to team and to assess employee performance and recognise training needs and potential as appropriate
- To ensure annual training plan is carried out in line with the Company and contract training policy to meet the needs and requirements of the individual, Sodexo and the client
- To ensuring that all employees are knowledgeable and motivated about their roles and the business through effective induction, accurate job descriptions and on the job training
- To carry out disciplinary procedures following Company guidelines and standards when necessary
- To be aware of any staff absences/holidays and ensure there is appropriate cover
- To ensure \Food safety, health and safety, allergen and calorie information is given number one priority by delivering all compliance activities on time and via agreed methods
- Ensure compliance with nominated suppliers in line with Sodexo policy (to gain best value market prices), labour management and forecasting performance against budget, audit controls etc
- To attend health and safety, food safety and environmental management training courses as required
- To show commitment to Company values in all aspects of your role

Innovation and Change

- Continuous professional development in industry/specialism
- Continuously seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards.

Brand Notoriety

- Promote Sodexo as the preferred employer, internally and externally, adhering to the Sodexo recruitment policies and raise the profile of Sodexo in local communities, building relationships with key stakeholders
- Promote the health and well-being of employees
- Live the Sodexo values and promote brand standards as an ambassador.

Planning and Organising

- Plan and prioritise workload and tasks effectively for self and others to minimise reactivity, maintain a work life balance and ensure the right number and calibre of personnel are allocated to logistics tasks

5. Accountabilities – Give the key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- To be responsible for all day to day service to the Executive Floors and meetings across Shell London Global HQ, relating to the management and maintenance of the departmental equipment within the contract specification to the agreed performance, qualitative and financial targets
- Work with wider Hospitality team to ensure food service is to the required standard and team deliver to the agreed service and standards.
- Ensure Executives floors are always looking new and work with IFM team to maintain this level of appearance.
- Evaluate ideas for additional scope of work and additional services and recommend to the Hospitality Manager as appropriate.
- Ensure all services and events are managed according to customer expectations
- Deliver and promote Continuous Improvement and best practice
- Managing vendor compliance in line with Sodexo's procedures
- To provide a service to the agreed standards in accordance with the Service Level Agreements and Key Performance Indicators specified in the service contract
- To be responsible for scheduling of work within the specified details of the contract
- Build a team of motivated and engaged employees who strive to give their best for Sodexo at every opportunity

- Actively support and promote the “One Team” ethos of working and supporting between departments.

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

Essential

- Experience in a Executive environment, 5* relevant operation or similar
- Driven to excel in all areas of customer service
- Understanding of confidentiality, professionalism, and engagement with key stake holders
- Must have finesse and be detail focussed
- Knowledge and understanding of Health & Safety and regulatory requirements applicable to the industry
- IOSH Managing Safely or equivalent
- Industry acumen and knowledge of event management, Good understanding of budget management and food service
- Confident in decision making and consulting with a diplomatic approach.
- Experience in supervising a team and problem solving
- Driven to excel in all areas of customer service
- Highly presentable in all personal aspects at all times.
- Experience of working in an environment where compliance to standards is key
- Knowledge of IT systems

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

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| ■ Client Growth and Customer Satisfaction | ■ Innovation and Change |
| ■ Rigorous Management of Results | ■ Brand Notoriety |
| ■ Leadership and People Management | ■ Planning and Organising |
| ■ Analysis and Decision Making | ■ Industry Acumen |

8. Management Approval – to be completed by document owner

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|---------|---------------|------|------------|
| Version | 1 | Date | 15.10.2022 |
| Name | Tracey Condon | | |

9. Employee Approval – to be completed by employee

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|---------|---|------|--|
| Version | 1 | Date | |
| Name | | | |

