

Job Description: Assistant Catering Manager

Function:	Catering Operations
Job:	Assistant Catering Manager
Position:	Assistant Catering Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Wanida Coley
Additional reporting line to:	Thomas Dodd
Position location:	Birmingham Children's Hospital

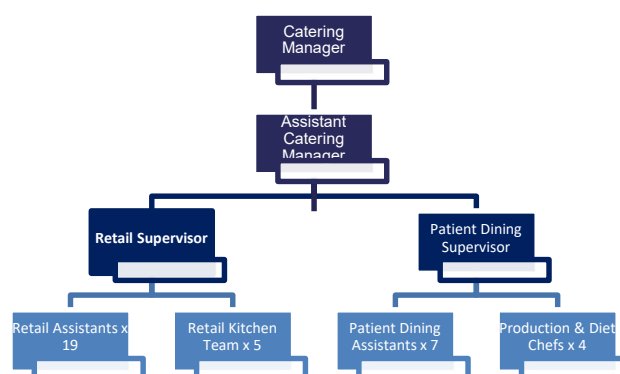
1. Purpose of the Job – State concisely the aim of the job.

- To support the site catering manager to develop a customer focussed retail & patient catering service provided at Birmingham Children's Hospital
- To support the catering manager ensure that the catering service is delivered to the contractual specification in an efficient and effective manner within budgetary constraints and in compliance with all relevant legislation and Client & Company Policy.

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.

Revenue FY20:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Workforce	tbc
		EBIT margin:	tbc						
		Net income growth:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Cash conversion:	tbc						
Financial Overview		▪ n/a							

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is enough 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.



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.

- Line management of supervisors and frontline teams, ensuring compliance with Health & Safety and Food Safety Legislation, and improve satisfaction of the services in line with budgets.
- Ensure payroll, food management, EPOS and waste systems are managed in line with policy
- Actively participate in and, where necessary, deputise at client nutrition meetings, support the development of staff and communicate effectively to all levels of employees.

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

- Have full working knowledge of the areas within the hospital which are covered by the Patient Dining & Retail Services.
- Support the Catering Manager to ensure the compliance of Sodexo and client KPIs and financial performance.
- Support the catering manager in managing a team of Patient Dining & Retail employees, assessing workload schedules, and allocating resources as required.
- Management of the sites labour KRONOS system is fully functional to the business needs, working closely with both the supervisors.
- Ensure all staff maintain and deliver a quality service according to set work schedules and procedures.
- Support the General Manager & Catering Manager manage key client stakeholders to further enhance the retail & patient dining offer.
- Ensuring supervisors and frontline teams are implementing Sodexo H&S and Food Safety policies by auditing and conducting safety walks daily.
- Responsible for ensuring new starters are inducted in line with policy
- Support the catering manager to ensure that the site is managed in accordance with all legislation and Company and Client standards, policies and procedures. Ensuring employees are working safely at all times, that all non compliance is dealt with and to ensure that accident investigation reports are completed thoroughly and within set timescales.
- Responsible for the auditing of services to ensure achievement of high levels of client and patient satisfaction and monitor these on regular basis.
- To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organisation.
- Support the catering manager in the recruitment of vacancies and for ensuring recruitment is managed fairly and effectively for the service; ensuring vacancies are kept to minimum and service levels & labour costs are not impacted by this.
- Responsible for managing staff within area of responsibility in line with the appropriate policies in relation to issues including conduct, performance, absence, grievance, fair treatment, pay progression, leave and all other HR policies.
- To ensure that all mandatory training for staff is adhered to and training plan is followed.
- Champion the CARES programme to ensure all staff are committed to delivering high levels of customer service at all times communicated.
- This job description is not intended to be exhaustive and will be amended considering the changing needs of the service.

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.

- **Operational Service Delivery** – Support the day-to-day delivery of safe, efficient catering services, ensuring patient meals, staff dining and retail services are delivered to agreed standards, schedules and service levels.
- **Food Safety, Compliance & Quality** – Ensure compliance with food safety, allergen management, HACCP, infection prevention procedures and the National Standards for Healthcare Food and Drink, maintaining accurate records and supporting audits.
- **People & Performance Management** – Supervise and support catering teams, including allocating workloads, managing attendance, completing training and performance conversations, and ensuring appropriate staffing levels across services.
- **Financial & Resource Management** – Support the Catering Manager in controlling labour, food costs, stock and waste, monitoring performance against budget and KPIs, and identifying opportunities to improve efficiency while maintaining patient and customer experience.

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

- Strong leadership and team management skills.
- Excellent communication and interpersonal skills.
- Strong organisation, prioritisation and problem-solving skills.
- Good IT, financial and performance-monitoring skills.
- Good knowledge of food safety, HACCP and allergen management.
- Understanding of health & safety and infection prevention requirements.
- Knowledge of special diets and safe patient meal provision.
- Understanding of healthcare catering standards and operational compliance.
- Experience working within catering, hospitality or food service.
- Experience supervising and motivating operational teams.
- Experience managing day-to-day catering service delivery.
- Healthcare or hospital catering experience desirable.

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

▪ Communication	▪ Manages Ambiguity
▪ Collaborates	▪ Build Effective Teams
▪ Attention to Detail	▪ Employee Engagement

9. Management Approval – To be completed by document owner

Version	V1	Date	24 th Aug 26
Document Owner	Thomas Dodd, General Manager		