

# Job Description: Contract Director



Function:	Schools – Independent
Job:	Contract Director
Position:	Contract Director
Job holder:	Tim Furnival
Date (in job since):	December 2019
Immediate manager (N+1 Job title and name):	Samantha Bilcliff – Account Director
Additional reporting line to:	
Position location:	Wellington College, Crowthorne, Berkshire

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

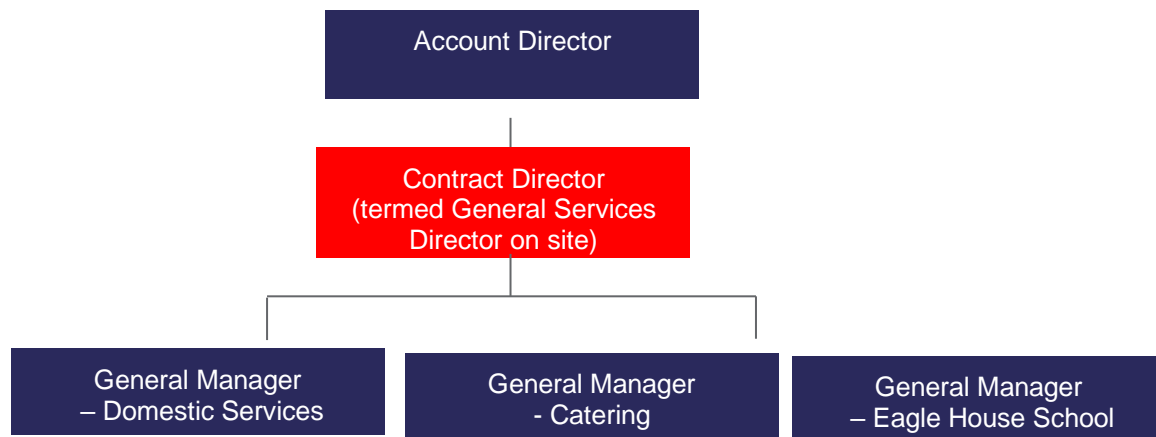
- To be a visible and approachable Contract Director at the flagship site of Wellington College and Eagle House School.
- To sit on the College staff SLT body, chaired by the Bursar.
- To oversee the strategic planning of and execution of a “best in class” catering, hospitality, retail, events and domestic services provision.
- To provide strong leadership to the three General Managers (Catering, Domestic Services and Eagle House) and their teams
- To ensure that operational standards meet the agreed standards detailed in the contract and specifically meets both Independents by Sodexo brand standards and the client’s expectations of delivering the very best food and service in the independent school sector.
- To be a Sodexo ambassador by promoting Sodexo and the value it brings to Wellington College and Eagle House, allowing the client to focus on their core business of providing education. It is our role to support the environment students live and work in to do the very best academically whilst at Wellington College and Eagle House
- To champion Food Safety and Health and Safety across the business.
- To communicate – effectively communicate Sodexo (and Wellington College) messages, process and procedure into the on-site team.
- To be client and customer centric – seize every opportunity, with client interactions, to show Sodexo professionalism and status as subject matter experts. Seek out opportunities for business improvement and growth.
- To be hugely financially aware – seek out commercial value in purchasing, give value for money within budget parameters and challenge cost and revenue generating opportunities to achieve improved performance
- To Inspire, train and develop the operational team so that they believe in themselves and are examples of internal promotion through hard work and commitment.
- To be a Centre of Excellence for Independent schools division and actively participate in prospect and other client visits to Wellington College and Eagle House.
- To participate on occasion in other activities across Independents by Sodexo, contributing expertise to the wider business.

## 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 FY25	£8.0 mil	EBIT growth:	6.5 %	Growth type: n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc		Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	10 %					
		Cash conversion:	tbc					

- Characteristics
- Wellington College currently has 1170 students and 577 staff, including support staff
  - Wellington Prep School currently has 393 pupils and 70 staff

**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.



**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.

- Wellington College is an elite Independent school and a long-standing flagship contract for Sodexo
- This role has overarching responsibility for leading strategic business planning in agreement with line management and key school stakeholders to ensure this contract maintains its “best in class” status at all times
- To lead a large (200+) diverse team of Sodexo colleagues and client staff, across multiple outlets seven days a week
- Delivery of a compelling, relevant and appropriately changing catering, event and hospitality fresh food offer in multiple venues in both large (student dining) and small numbers (for fine dining). VIP larger scale termly events throughout the year.
- Oversee domestic services, including logistics and waste management.
- Effective financial control and clear accurate reporting
- Exceptional execution of all food hygiene and health and safety systems
- Recognising and adapting our offers to differing customer groups – students, parents, prospective students and families, academic staff, support staff, senior management, visitors and commercial let customers
- To comply with all legislation and processes around safeguarding of children

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

- Management behaviours, Safety culture, Human Resource management
- Manage and control the services to the agreed specification and to the agreed performance, qualitative and financial targets.

- Manage a team to increase the Client and Sodexo's revenue opportunities i.e. commercial opportunities, labour efficiency and generate the GOP within retail operations.
- Supply Chain Management – ensure value for money is achieved through robust management of purchasing.
- Nurture client relationships in order to stabilise & develop them for long term partnerships
- Recruit, induct and develop talented employees within the team and, if necessary, firmly and fairly manage poor performance.
- Identify opportunities for organic growth and new business.
- Exceptional management of Food Hygiene, Health, Safety and Environmental Legislation using the Sodexo Safety Management System.
- Responsible for driving continuous Improvement and innovation
- Strategic and technical support – professional advice to customers, peers and the team.
- To always challenge the way things are done – the way things have been done in the past may not be the right way or the Sodexo way. Creativity and the ability to inject change is key.
- To control the client labour budget ensuring personnel are scheduled against business needs in a cost-effective manner.
- To champion the Fresh Food from Scratch Standards ensuring Wellington College is the unrivalled site for colleagues to see and shows off the very best to prospect accounts and visitors alike.
- To role model “Focus on Five”– Communication, Recognition, Performance, Training and Development and Clear Direction and establish Sodexo management behaviours.
- To exhibit the values of both Sodexo and Wellington College.
- To establish and maintain productive working relationships with individuals at all levels within the College and Sodexo.
- To take a keen active interest in and deliver added value development for both the Sodexo team and personnel employed by Wellington College and Eagle House School.
- To engage with key client groups - “Walk the Floor” during service periods and engage and interact with clients, colleagues, and any visitors. Attend pupil food committee meetings each half term.
- To be an active (site based) member of the Account Manager team for Independents by Sodexo by contributing ideas and debate, assisting with projects and tender presentations.
- To represent Sodexo and/or Wellington College at industry events.

**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.

- High levels of satisfaction and feedback from the client groups – Students, Parents, Visitors, College Staff, Lets business and commercial event's organisers.
- Consumption costs and budgetary controls are on target or better
- Contract renewed in 2023
- High levels of staff engagement and morale
- Regular introduction of innovation that excite both clients and staff

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

**Essential**

- 10 years of experience in hospitality industry within a high quality, high volume, seven-day environment.
- Strong level of literacy and numeracy
- Exceptional leaderships skills and able to manage complex and multiple stakeholder relationships
- Strong communication and interpersonal skills and the ability to be an effective team player

- Flexible, with the ability to work under pressure and across a range of shifts and service times
- Strong ability to increase individuals' effectiveness through leadership, motivation, communication, coaching and training
- Excellent time management and organisational skills
- Ability to set and maintain high standards consistently
- A love of great food and great people

#### Desirable

- Intermediate Food Hygiene certificate
- IOSH Managing Safely
- Ability to review problems analytically, develop opportunities and implement innovative solutions / approaches
- PC literate
- Experience in and/ or knowledge of Independent Schools sector
- FM qualification or experience

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

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	
▪ Commercial Awareness	
▪ Employee Engagement	
▪ Learning & Development	

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

Version	1.3	Date	13.06.2025
Document Owner	Samantha Bilcliff		