

Job Description: Catering Operations Manager

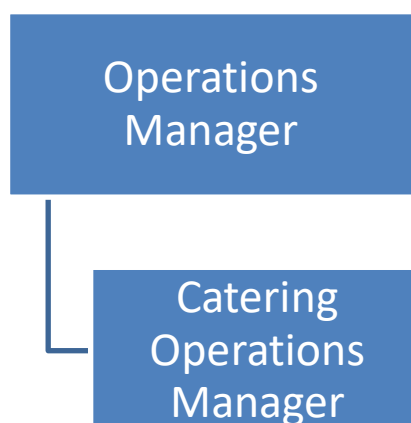


Function:	Operations
Job:	Catering Operations Manager
Position:	Banded
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Operations Manager R&D Centre
Additional reporting line to:	Senior Operations Manager
Position location:	AstraZeneca, Cambridge R&D Centre

1. Purpose of the Job

- To deliver a high quality food and coffee offer throughout the site, that meets Sodexo's and the client's requirements.
- To ensure a focus on driving sales by having a truly customer centric approach
- To maximise the profitability of the food P&L on the contract without compromising the quality.
- To build, lead develop a high performing team.
- To set the standards and then monitor to ensure they are maintained and improved.

2. Organisation chart



3. Context and main issues

- Drive consistency across all catering outlets and hospitality and events, ensuring the team take ownership of the standards defined.
- Deliver the expected P&L by managing costs and driving top line growth.

- Work closely with the catering and hospitality teams supporting the development and implantation of the 'Best of class' service.
- To liaise with the Conference and Events to organise and coordinate all aspects of the catering including space, set up, hospitality, ensuring overall management of events and functions from start to finish. To liaise with internal and external stakeholders to ensure that all catering and hospitality events are carried out in accordance with customer requirements, site and SHE compliance
- To understand a clear brief provided by the organiser
- Managing the Catering and Hospitality team to support and deliver a 5* quality of service
- Linking services together seamlessly – hospitality, meetings and events, facilities, Clients (including AZ Stakeholders), customers, suppliers and supply partner colleagues
- The nature of this role and the service delivery expectations means that this role requires flexibility in working patterns to accommodate the business demands

4. Main assignments

- Continually seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards and ensure that standards across the site are in accordance with the client and Sodexo expectations
- Ensure that the Unit has a business plan which is reviewed at least quarterly, showing key objectives, goals and measures that link to the overall business plan and strategy for the business
- Ensure that all members of the team are briefed on their role in this delivery.
- Manage the team to ensure that both business objectives are met and standards are delivered competently and consistently and personal objectives through regular one to one meetings, EPA's and business reviews, ensuring that targets are met and monitored. Develop a motivated, respectful, trusted and stable team by giving them clear direction, sharing information and employee involvement.
- Ensure that costs and expenditure are controlled in line with budget, utilising nominated suppliers and maximising labour productivity in line with the company's labour productivity models, policies and procedures – ensuring that forecasts and actuals are entered and remedial action taken as appropriate.
- Develop long-term client relationships in line with the 'clients for life philosophy' to enhance the retention of current clients and customers, gain referrals for new business and attract new customers.
- Liaise with and support the client in the development and delivery of the catering strategy.
- Ensure the Unit complies with all Company & Client policies, site rules and statutory regulations.
- To report all faults and issues to the relevant service partner as directed by the Operations Manager
- Follow and review all SOP standards and operational framework for the events service
- Meet or exceed all agreed KPI's and full compliance with all SLA's
- Work proactively towards the continuous improvement of the service through innovation and development
- To be flexible in hours of work depending upon the business needs
- Actively seek and identify opportunities for business growth within the contract, and with external stakeholders
- Follow company health and safety procedures and policies at all times
- Support Operations Manager with day-to-day operation activities and appropriate governance reporting of catering and hospitality activities

5. Accountabilities –

- Continuous improvement and growth of the service and sales
- Line Management for Catering team during Initial Opening and transition into full occupation
- Ensure events are delivered according to request, on time and within agreed budget
- In conjunction with the wider team deliver on all aspects of the contract
- Report all faults/ issues to the relevant service partner or helpdesk and work safety at all times
- Report all accidents and incidents to line manager for investigation

Ensure all unsafe food is reported to catering management and made safe.

7. Competencies

- Growth, Client & Customer Satisfaction / Quality of Services provided
- Leadership & People Management
- Brand Notoriety
- Innovation and Change
- Employee Engagement
- Learning & Development
- Experience in processing supplier orders and budget management

6. Person Specification

- Previous experience of Catering and Hospitality management
- Extensive retail experience
- Operational knowledge, skills and experience in a multi outlet facility
- Understand Great place to work and Quality of life service deliver and how it impacts their customers
- Strong organisational skills, ability to prioritise & manage complex projects
- Attention to detail and a can-do attitude
- Excellent interpersonal skills, with an ability to work with people at all levels and across functions
- Proven experience in building Client rapport

8. Management Approval – To be completed by document owner

Version	1	Date	2 nd November 2022
Document Owner			