

# Job Description:

## Food Lead Leonardo Helicopters



Function:	Corporate Services
Job:	Food Lead
Position:	Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Claire ActonLunn
Additional reporting line to:	Samantha Young
Position location:	Yeovil

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

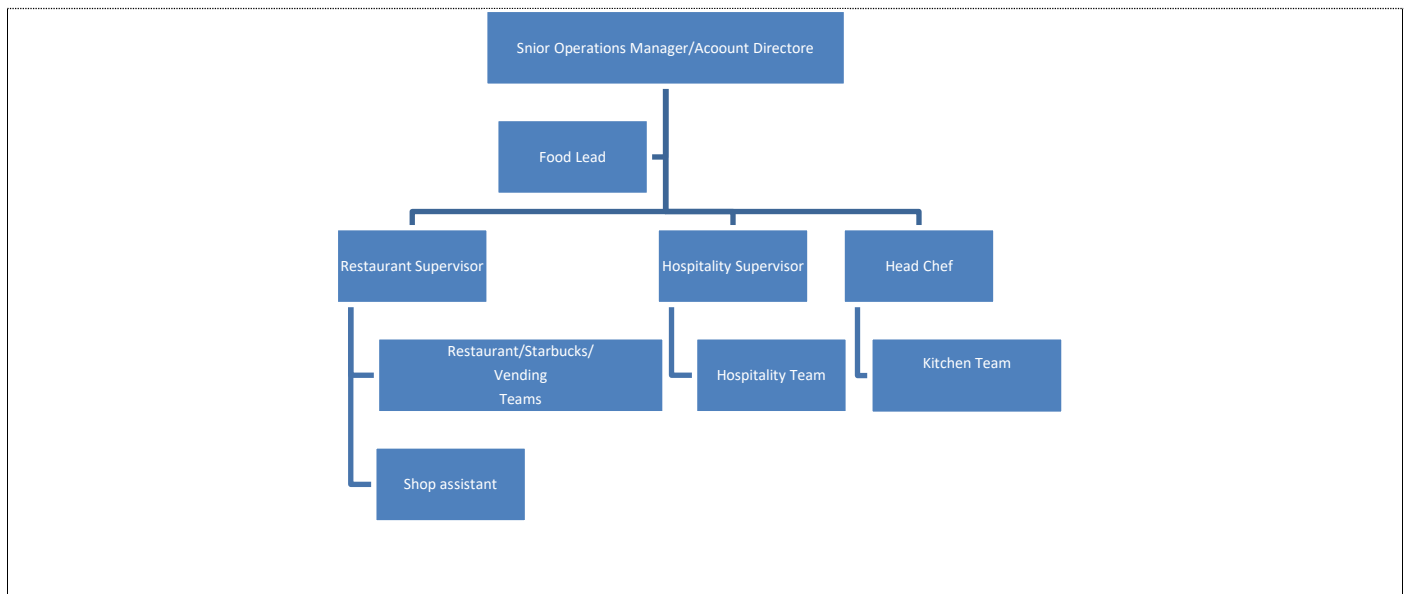
- Act as the primary representative of Sodexo within food services through the effective management of both catering, hospitality, vending services and retail shop to ensure that all units deliver strong results.
- Provide direction and expertise to the operating area by promoting Sodexo policies, procedures and best business practices in order to uphold the Company mission and values
- Motivate and lead a high performing team to achieve their objectives and the Sodexo strategy
- To provide excellent customer service, perform the preparation, presentation and service of food and beverages to the client & Sodexo's satisfaction
- Client: Lead client engagement on behalf of the catering team and Sodexo senior management. Regularly attend business meetings with the Leonardo clients, reporting on catering finances and all associated business activities.

### 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:	€tbc	EBIT growth:	tbc	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:	tbc							
		Cash conversion:	tbc							
Characteristics										
▪ Add point										

### 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.

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**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.

- Provide a cost effective and quality catering, vending service, hospitality and retail shop
- Be the face of Sodexo for any large site events.
- Ensure the delivery of the services within your scope whilst ensuring customer requirements are met and their needs are anticipated at all times
- Motivate the team to deliver the results required to achieve the site strategic objectives

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

- Be proactive in overcoming barriers to success.
- Provide feedback on how we can improve our performance.
- Responsible for driving Continuous Improvement through the units
- Ensure that the Company's finance policies and processes are adhered to and performed and reported at the appropriate appointed times
- Control all costs such as labour, expenses, stock levels as agreed with your line manager.
- Ensure tariff prices are correct, that all catering services are costed to the terms of the contract.
- Maintain levels of stock, stock rotation.
- Assist with all aspects of the preparation of food service areas and presentation of food to the notified standard.
- Promote a friendly working relationship with colleagues.
- Promote a good company image to customers and guests by using positive customer service practices.
- To undertake occasional duties outside the normal routine but within the scope of the position and the department's activities. To assist, as required, at special functions, some of which may occur outside normal working hours, for which you will be paid overtime.
- To report any complaint or compliment and take action if at all possible.
- To report any incident of accident, fire, theft, loss, damage and take action as may be appropriate or possible.

**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.

- Comply with all Company and client policies, procedures and statutory regulations, including human resources, site rules, health and safety, safe working practices, hygiene, cleanliness, fire, COSHH. This will include your awareness of any specific hazards in your workplace
- To ensure service is compliant with Food Safety requirements and in an audit ready state, for the Site Lead Operations to lead audits and resolve any corrective actions.
- Risk management – minimise risk and maintain profitability
- Coordinate and direct all activities within the assigned areas.
- Manage and control the services to the agreed specification and to the agreed performance, qualitative and financial targets
- Check and Review the work of team members.
- Look for and implement opportunities to drive Sodexo revenue and labour productivity in the units.
- Plan and check that marketing initiatives are implemented

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

- Strong level of literacy and numeracy
  - Manager who has operated in a multi disciplined environment and a large diverse team
- Highly effective communication and interpersonal skills
- Clear and effective leadership style
  - Ability to analyse problems analytically, develop opportunities and implement innovate solutions/approaches
  - Excellent organisational skills
- Computer literate
  - Able to demonstrate personal self development and development of team
  - Demonstration of team work, implementing initiatives and working on own judgement and decisions
- Change management and performance management experience
- Previous food handling experience
- Ability to adhere to all health & safety practices
- Strong customer service skills
- High levels of personal hygiene and appearance

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

<ul style="list-style-type: none"> <li>▪ Growth, Client &amp; Customer Satisfaction / Quality of Services provided</li> </ul>	<ul style="list-style-type: none"> <li>▪ Leadership &amp; People Management</li> </ul>
<ul style="list-style-type: none"> <li>▪ Rigorous management of results</li> </ul>	<ul style="list-style-type: none"> <li>▪ Innovation and Change</li> </ul>
<ul style="list-style-type: none"> <li>▪ Brand Notoriety</li> </ul>	<ul style="list-style-type: none"> <li>▪ Business Consulting</li> </ul>
<ul style="list-style-type: none"> <li>▪ Commercial Awareness</li> </ul>	<ul style="list-style-type: none"> <li>▪ HR Service Delivery</li> </ul>
<ul style="list-style-type: none"> <li>▪ Employee Engagement</li> </ul>	
<ul style="list-style-type: none"> <li>▪ Learning &amp; Development</li> </ul>	

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

Version	1.0	Date	26/11/2024
Document Owner	Claire ActonLunn		

Job holder signature		Date	
Manager Signature		Date	