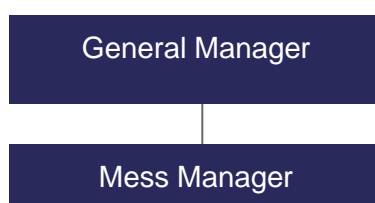


JOB DESCRIPTION

Position Title	Hospitality manager	Department	Operations
Generic Job Title	Mess Manager	Segment	Defence
Team Band	A	Location	Sir John Moore Barracks
Reports to	Services Manager	Office / Unit name	Sgts & Officers Messes

ORGANISATION STRUCTURE



Job Purpose

- To demonstrate capabilities for the smooth running of the Mess, to the benefit of all members and residents.
- To take responsibility for the day to day management, co-ordination and control of all Mess activity, as set out in the contract Schedule of Requirement (SOR) and operational manuals, across the designated contract and affiliated sites.
- To ensure that the Mess adheres to all Health and Safety, COSHH and Food Safety regulations

Accountabilities

- Maintain and develop a positive working culture and environment for Defence employees through sound leadership, effective communication and delegation.
- Management of client relationships and expectations. Maintain formal and informal communications with Clients and Customers
- To manage all aspects of Health & Safety, Environment and Quality Assurance.
- Company Compliance. To ensure that the company/contract accountancy, documentation, audits and administration procedures are carried out to the company standard.
- Legislative compliance. Ensuring that all aspects of the business are conducted in accordance with all relevant statutory requirements and Codes of Practice.
- Have full control over the profit & loss account, including the proper control of costs and resources. Optimise sales, marketing and opportunities for organic growth of services.

Operations – Key Responsibilities

- Ensure the service is to the required standard and that the customer is receiving the best quality product & service at all times in line with our Clients' and Sodexo financial objectives.
- Ensure the highest standards are achieved as required by the contract specification by operating to the Sodexo standardised systems and procedures
- Ensure that the service offering is meeting your customer's needs through the full and correct use of Company tools i.e., customer feedback surveys/profiling
- Adhere to Company policy and standards and deal with continual non compliance through appropriate performance management routes
- Review all opportunities to ensure that you and your team are driving Sodexo revenue and maximizing labour productivity
- Review your business performance with the Service Manager on a weekly monthly basis to include; performance, audit results, sales, internal issues, expenses, labour, cash purchases, trading issues and implement agreed corrective actions
- Ensure that all costs and expenditure are within the budgeted levels agreed and that all services provided are within the agreed contract are charged in accordance to the terms of the contract
- Ensure that the Company's business administration procedures are carried out to the Sodexo compliance standards and that the necessary weekly & monthly returns are transmitted at the appointed time (or dispatched manually)
- Comply with all Client and Company policies, site rules and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH to include awareness of any specific hazards in the work place. Train your team in all aspects of Health and Safety requirements – mandatory.
- Compile and agree an annual business plan with your Service Manager and be responsible for achieving the objectives.
- Manage the purchase of supplies through the use of nominated suppliers and report any supplier issues through the appropriate channels.
- Understand the services that Sodexo offers and the end-to-end process of Sodexo's operating systems and procedures for the services that you are responsible for delivering and be able to speak about these services to your customers and Clients.

People – Key Responsibilities

- Select, recruit, induct and train employees ensuring that you follow all Company Recruitment & Selection policies and procedures.
- Develop and drive high performance through your team by promoting good morale and improving engagement.
- Effectively communicate to your team through regular meetings to ensure there is sufficient, relevant and timely communication with all the establishment employees, regardless of their role or shift pattern.
- Conduct Performance Development Reviews, Appraisals with your management team and/or direct reports and ensure that they fulfil their obligations to their direct reports
- Nurture talent and identify people for progression & development through a succession planning for your team and nominate relevant personnel for appropriate L&D activities and programmes
- Ensure your Team is fully competent in all legislative and regulatory training including, but not limited to Health & Safety, Food Safety, Customer Care and Go for Sales (mandatory requirement).
- Conduct exit interviews for every employee who resigns and forward to the HR Department. Monitor and review reasons for leaving with your Service Manager and agree an action plan on how to avoid staff turnover and improve retention.
- Manage your teams payroll using the Kronos online system.

Client – Key Responsibilities

- Work in partnership with the Client to establish and deliver what they require from the business on an ongoing basis and ensure these requirements are being met by you and the Company. Act in a pro-active way to client needs and display how we are managing their costs and services.
- Be seen to be professional in all that you do and be able to provide any contractual or financial information that is requested by the client (in liaison with your line manager) and be able to demonstrate that you are managing the business.
- Ensure you are available to the client and that the client has the confidence to contact you about on site matters.
- To understand all elements of your contract and financial performance and ensure that you review and escalate issues with your Services Manager
- Lead and manage your client reviews and meeting schedules with an agenda and review process
- Review the other services being provided on site (not by Sodexo) and make recommendations to the Services Manager as to how you could grow our services on site, make improvements and achieve financial efficiency.

Finance – Key Responsibilities

- Manage the delivery of services within the contract to ensure that financial objectives are met, and deliver your budget each month
- Ensure cash, stock, debt and assets are properly controlled.
- Comply with all project clear and audit responsibilities in your business.
- Complete all the disciplines necessary for billing and understand the variances which occur in your unit and determine appropriate action to address the problem. Ensure payments of invoices are in line with agreed terms.
- Understand the financial elements of the contract i.e., tenure, payment terms, financial arrangements and understand the financial drivers of your unit
- Gain a regular understanding of the financial situation of your client to determine what opportunities or threats are evident in their business
- Seek out and ensure the use of the various tools created to control your margins.
- Complete a monthly review and report Key Performance Indicators and benchmark these results with previous months' figures and/on budget making recommendations for variances and identify action plans for improvement
- Assist your Service Manager to prepare, and then be responsible for controlling the budget for each financial year. Report back to your Service Manager in relation to any area that would affect the budget. Respond to changes in the business and review and change the budget to meet the changing demands.
- Assist your Service Manager to develop a financial business plan for your unit.

Selling new work – Key Responsibilities

- Promote the ability of Sodexo to undertake additional services on behalf of the Client under direction of the Services Manager.
- Demonstrate the benefits of additional services being operated by Sodexo under direction of the Services Manager.

Business Improvement – Key Responsibilities

- Ensure that all company initiatives – retail, marketing, service offers – are implemented wherever possible within your site.
- Develop an annual business plan for your unit to cover development of services and growth of business.

Constraints

Extraordinary requests

Contractual changes

Authorisation for any service without express authorisation of the Service Manager

To direct other managers or staff without the consent of the Service Manager

It should be noted that this document is not exhaustive, additional responsibilities/ad hoc duties may be required

Key Performance Indicators (KPIs)

- Completion of Team Briefs, PDRs and improved employee engagement.
- Maintain records of meetings and close out actions in specified times frames.
- Pass all internal and external audits
- Company Compliance
- Legislative Compliance
- Achieve budget and Defence KPIs

Financial Management

- Ensuring all financial and trading deadlines are met to ensure accurate and compliant budgetary and financial control.
- Effective P&L management of the contract to deliver budget. To include but not limited to:
 - Review actual performance against budget with management team and create action plan to correct any shortfall identified.
 - Identify and implement new ideas and innovation within the contract subject to a CBA and approval.
 - Implement improvements to service provision by evaluating and reviewing traditional methods and working practices.
 - Preparation of accurate monthly forecast, financial reports and commentaries for the Contract.

Contract / Company Compliance

- Continuous review of the SOR against delivery to ensure no contract “creep”.
- Ensure authorisation is obtained from the Services Manager prior to undertaking any additional services.
- Implement action plans to close out any areas of shortfall identified in contract audits such as LSI, Safeguard, and ISO.
- Ensure that policies, processes and procedures are being adhered to, such as, but not limited to Delegations of Authority.
- Maintain IIP and / or ISO standards.

People

- Select, recruit, induct and train unit based employees
- Develop staff to ensure succession planning
- Measure the performance of all staff by giving feedback, reviewing and completing appraisals, performance reviews.
- Communicate regularly with a minimum monthly ‘face to face’ team briefing

Client/Customer

- Deliver the service standards agreed in the contract
- Deliver within budget constraints and implement improvement plans
- Maintain a day to day relationship with the client

- Attend a monthly (or frequency agreed) formal review with client
- Implement Clients for Life processes in your unit
- Ensure Client requests are responded to in a timely manner, promoting Sodexo in a professional and business like manner at all times.

Other

- Correct use of all IT systems as set out in policies.
- Carry out other reasonable management requests.

Dimensions

Financial	
Other	

Skills, Knowledge and Experience

Essential

- Qualification or relevant experience in Business Management.
- Management knowledge of HSWA, IOSH and COSHH.
- Proven experience of managing long-term client relationships
- Proven track record of leading, managing and developing a team
- Proven ability to develop new business opportunities
- Must be able to demonstrate the ability to communicate effectively both verbally and in writing
- Computer literate
- Previous experience of relevant service

Contextual or other information

- Responsible for ensuring compliance with all relevant HS&E legislation and site specific HS&E and welfare policies.
- Travel and overnight stay will be required to undertake training and other business requirements

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Document owner			