

JOB DESCRIPTION

Position Title	Mess Manager	Department	Operational
Generic Job Title	Business Manager (medium)	Segment	Defence
Team Band	A	Location	Allenby Connaught
Reports to	Service Manager	Office/Unit name	Larkhill

ORGANISATION STRUCTURE



Job Purpose

- To drive service excellence and customer satisfaction in your mess
- To manage the day to day activities of the Mess, to the benefit of all members and residents
- To promote and manage functions including planning, menus and costing in conjunction with the Service Manager
- To ensure standards of service detailed in the schedule of requirements (SOR) and quantity tables are achieved, maintained and developed
- To liaise with the PMC and mess committee to develop relationships and promote Sodexo

Accountabilities

■ Leadership and people

You will role model the company values and ensure they are reinforced at every opportunity. You will provide leadership and clear direction on all aspects of your business area, operational and people, ensuring your own team, deliver on business objectives. You will support in the delivery of the people plan and develop the future capability of your front line teams. You will lead by example and champion effective communication. You are responsible for the recruitment, induction and development of your employees and will manage the performance of your team in line with Sodexo HR policy and procedures and the annual performance development review process (PDR).

■ **Mess operational management**

You are responsible for managing day to day mess operations including event and functions management. You are required to control bar procedures, including the ordering and maintenance of cellar stock, security of stock, keys and cash, the despatch and receipt of laundry, the maintenance of cleaning material stocks and re-ordering within budget and the maintenance of custody and periodic checks of service equipment.

You are responsible for organising work rosters to ensure effective resourcing for all daily mess activities and functions, managing annual leave and arranging day to day cover for unplanned absence. You must ensure all procedures are being followed in regards to timesheets, payroll and employee personnel files are maintained in adherence to company guidelines. You will effectively work to the Sodexo QMS, taking corrective action where necessary and informing line manager of performance issues.

■ **Mess financial management**

You are responsible for the financial delivery and performance of your business area in line with annual budgets and the day to day business financial accounts including the control of messing returns, invoicing and any other associated financial process of the client and Sodexo. You will contribute to the monthly financial review process against KPI's and ensure follow up on all improvement plans to support delivery of budget at local level.

■ **Relationship management client and team**

You are responsible for managing local client and customer relationships, through regular liaison with the PMC and Mess Committee. You must seek to understand the client's business environment and drivers, developing and maintaining strong relationships and establishing a network of client contacts. You will manage clients proactively and professionally, in line with Clients for Life®, ensuring Sodexo delivers service in line with the client's business objectives. You will understand the importance the client places on partnering principles and endeavour to establish a dynamic and positive culture for co-operative business relationships and improvements to service.

■ **Mess service excellence**

You are responsible for driving all aspects of service excellence within your mess including service standards, brand integrity, quality, compliance and Sodexo's corporate social responsibility. You will also need to demonstrate an understanding and respect for the clients' values, tradition and culture applicable to the specific mess you are responsible for.

You must ensure that you and your team work to the highest standards of service excellence ensuring the service provided is above and beyond the customer's needs. In partnership with subject matters experts you will champion and embed service excellence initiatives and ensure that all services are aligned to the defence client and customer needs and deliverable within budget.

■ **Risk, governance and compliance**

You are accountable for full compliance and understanding of all company risk, reporting and governance processes. You will ensure that these are fully applied, complied with and adhered to within own business. You are accountable for cash and stock within your business area and as such are responsible for self and business area adherence to all cash and stock company procedural compliance.

As guardian to cash and stock you are responsible for any discrepancies incurred intentional or otherwise. You will ensure robust health and safety procedures are implemented, reviewed and reported on a regular basis. You will be a champion of food hygiene and safety and be a point of advice for your team on all legislative, statutory and company policy and procedures applicable to Food Services.

Key performance indicators (KPIs)

- Contribution to gross profit and improvements to budget performance as determined by segment business objectives
- Revenue growth and delivery of year on year performance in your business area
- Year on year balanced scorecard improvement in health & safety; environment; risk; client satisfaction; and quality
- Operational excellence in labour management and performance
- Employee engagement and IIP
- Well developed internal and external network
- Continued professional development in industry sector

Dimensions

Financial	Circa £650k turnover
People	Up to 44
Other	The mess operates all hotel services at 4 SLA accommodation blocks located in the vicinity of the mess – total of 200 bedrooms.

Skills, knowledge and experience

Essential

- Demonstrate experience of working in a similar role within the service industry at a comparable level in a company
- Good numerical and communication skills, must be able to demonstrate effective verbal and written communication
- Management knowledge of health & safety and food safety
- Able to work on own initiative within a team environment
- Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
- Proven experience in hospitality sector, including stock management, cash control and customer service
- Able to demonstrate attention to detail and adherence to standards
- Analyse problems analytically, develop opportunities and implement innovative solutions

Desirable

- IOSH and CIEH qualifications or equivalent
- Proven experience of managing client relationships
- Proven track record of leading, managing and developing a team
- Experience of working in a military environment

Contextual or other information

- Travel and overnight stay may be required to undertake training and other business requirements
- To act as the duty manager on call when required
- May be required to work unsociable hours in line with business requirements
- Flexibility on work schedule will be required at times

Version	1	Date	09/05/2013
Document owner	Defence HR		