

Job Description: Sodexo Live!

Function:	Sodexo Live!
Position:	Duty Manager
Job holder:	N/A
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	Hospitality Manager,
Additional reporting line to:	N/A
Position location:	Headingley Stadium

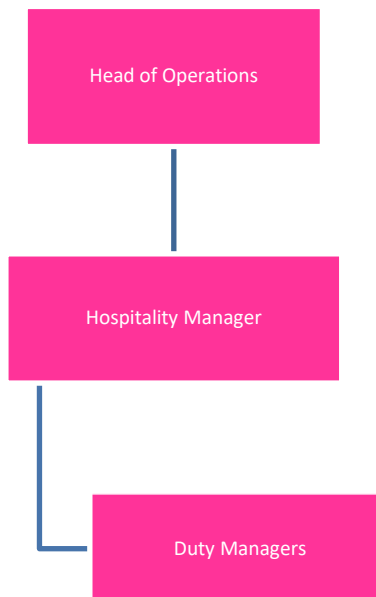
1. Purpose of the Job – State concisely the aim of the job.

- Overseeing daily operations
- Creating a positive work environment for employees
- Communicating well with the Senior Management Team and the wider hospitality team
- Seeking always to maintain good relations with staff, external suppliers and ensuring harmonious inter-departmental co-operation within the stadium at all times
- Reacting and being responsive to any amendments or changes requested on an event day
- To be responsible for the day to day running of the food and beverage operation and ensure that standards are maintained
- To ensure all function rooms in use are continually refreshed and maintained to a high standard
- Good customer relations
- All areas of conference and banqueting facility are maintained to an exceptional standard of cleanliness
- Ability to work front of house within conference and banqueting encompassing both front of house and back of house including, but not limited to setting rooms, laying up, polishing and serving both food and beverages.
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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.

- 1,000+ match day hospitality covers

3. Organization chart – Indicate schematically the position of the job within the organization. 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.

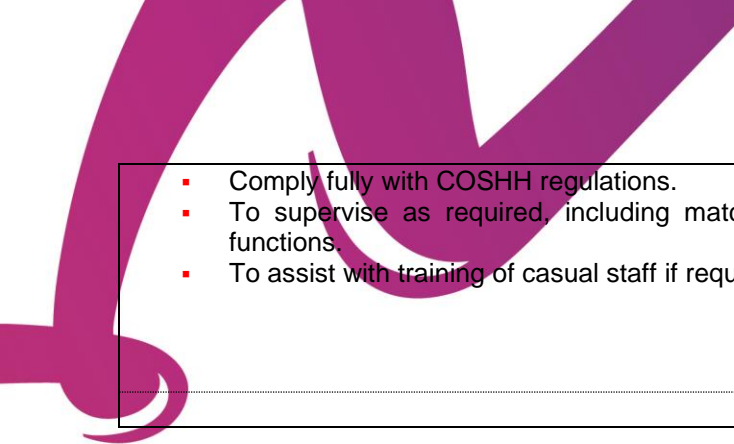



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Lead and manage a team of staff on match/event days.
- To comply with all Sodexo policies and procedures.
- There is a proactive attitude to continuous improvement with regular meetings with Hospitality Manager to do debriefs to review service styles and product offers as well as customer feedback, ensuring progression.
- Processes are developed and followed to ensure all departments have the necessary information both pre and post-match/event.
- Continually seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards.
- Develop and maintain excellent product knowledge and use it to deliver the benefits of the product to the customer.
- To deliver the clients visions for Headingley Stadium.

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

- To be flexible in your approach to working in all areas of the operations department, and wider operations department.
- Setting up function suites as per function sheets in the most efficient and productive way setting as far ahead as is practical.
- To ensure that you are entirely customer focused and ensure that excellent customer service is delivered at all times.
- To be responsible for the day to day running of the events operation and ensure that standards are maintained.
- To be aware constantly of amendments to events, accommodating changes as necessary and informing the Hospitality Manager of these for billing.
- To wear full and correct uniform at all times when on shift, including any Personal Protective Equipment which you have been issued with and ensure all staff comply with this.
- To ensure the preparation of all function areas, the quality of service and standards of hygiene within the catering facility conforms to company standards.
- To make use of quiet periods during the day to ensure the necessary preparation is done for the following day and up-coming events
- To ensure that all Food & Beverage service standards and procedures are adhered to at all times, with all products served in accordance with company standards.
- To have a thorough knowledge of dishes served within the meetings and events facility and be able to give feedback or information to customers who have questions.
- Pay particular attention to allergens and becoming an allergen ambassador and champion.
- Ability to work front of house within meetings and events encompassing both front of house and back of house roles including but not limited to setting rooms, laying up, polishing and serving both food and beverages.
- Ensuring all crockery, cutlery and glass is polished.
- Clearing store rooms, function rooms of all equipment once the room is completed.
- Ensuring the safe and secure storage of equipment and stock.
- Ensuring the safe and secure storage of tables, chairs and equipment/AV
- Ensure that deliveries are collected in a timely manner and re-distributed to the relevant place.
- To ensure all corridors and exits are kept clear of equipment, or equipment/AV is stored in accordance with previous stipulated guidelines.
- To complete all tasks in line with the guidelines set out in the Safe Systems of Work and Risk Assessments.
- To be aware of all fire and evacuation procedures and strictly adhered to these in the event of the fire alarms being activated.
- Ensuring at all times the security of company stock, property and premises.
- To ensure maintenance and cleaning schedules, for all departmental areas and ensure that all tasks have been properly completed to the required standard.
- To follow all safe working practices where applicable.
- To report any broken equipment to your line manager, such as tables and chairs, removing it from circulation and either disposing of it or moving it to await repair.
- To ensure that all work is carried out in safe, professional and non-hazardous manner, in accordance with company Risk Assessments and Safe Systems of Work and to report any defects to equipment or unsafe practices to your line manager.
- Promoting Sodexo Live! and Headingley Stadium in a positive manner to the public at all times.
- Ensure accidents and illnesses are reported promptly and in the correct manner.
- To attend all meetings and training sessions when required.
- To consistently show a proactive and flexible approach to all areas of your work and work to the best of your ability at all times.
- To complete any reasonable request whilst being adaptable to changes.
- Comply with all company social media policies.
- To ensure all breaks are taken at the correct times in line with company policy.

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- Comply fully with COSHH regulations.
 - To supervise as required, including matchdays, special events, meetings and events and banqueting functions.
 - To assist with training of casual staff if required

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.

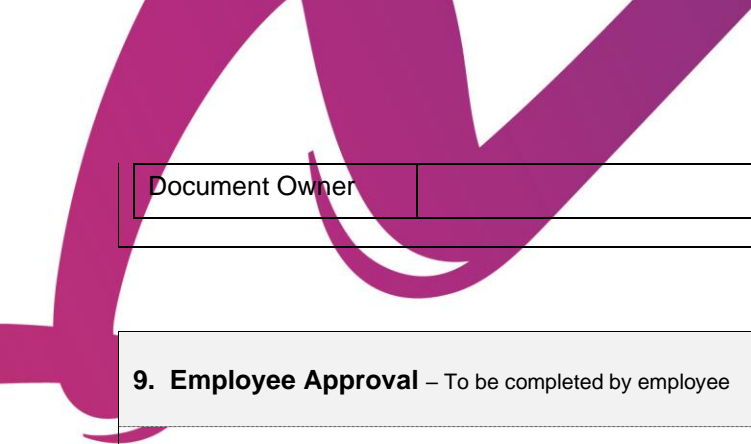
- To work front of house, providing the highest possible level of customer service and ensuring good customer relations prevail at all times.
- Laying up function suites as per function sheet in the most efficient and productive way possible, setting as far ahead as is practical.
- Ensure the preparation of all Function areas to the quality of service and standards of hygiene within the Catering facility conforms to the criteria set out in the SOP manual.

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

- Experience of leading a team in a hospitality environment
- Ability to organise a large team and communicate effectively is an essential
- Experience of customer service and in particular customer relationship management
- Strong organisational and planning skills and have the ability to prioritise and manage their time effectively
- Flexibility in relation to duty and hours will be required to work evenings and weekends if needed

8. Management Approval – To be completed by document owner

Version	1	Date	
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Document Owner	
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9. Employee Approval – To be completed by employee			
Employee Name		Date	