

Job Description:   
Catering Manager

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Function: | | | | HMP Forest Bank Visits Tea Bar | | | | | | | | |
| Position: | | | | Visits Support Officer | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Catering Manager | | | | | | | | |
| Additional reporting line to: | | | | Soft Services Manager/ Living Standards Manager | | | | | | | | |
| Position location: | | | | HMP Forest Bank | | | | | | | | |
|  | | | | | | | | | | | |
| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * The management and control of the shop operation within the Tea Bar in our Visits Hall to the agreed specification and performance, qualitative and financial targets focusing on Employees & Prisoners. * To ensure high standards of food, hygiene and service are maintained throughout. * To prepare and Serve refreshments to prisoners’ visitors and families. * To be accountable for excellent service delivery within the catering team activities and operational objectives ensuring continuous improvements are made. * Actively enforce relevant statutory Company and site health and safety compliance. * Identify and rectify service improvement opportunities. * Evaluate, communicate, and rectify all internal & external audits. * To prepare weekly purchase orders for this area * To handle cash and bank in the safe * To carry out weekly and monthly stock takes | | | | | | | | | | | | |
|  | | | | | | | | | | | |
| 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 FY22: | €tbc | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
|  | |  | | | | | | | | | | |

Draft. Version: 27-03-2014

|  |
| --- |
| 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. |
|  |

|  |
| --- |
| **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. |
| * To control and manage the financial performance of the unit and to maintain costs within pre-budgeted targets. * Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH. * Ensure all practices are in line with Sodexo policies and procedures and those set out within Health and Safety and Food safety guidelines/legislation and are strictly adhered to. * Dealing with any abusive or disrespectful visitors into the establishment. |

|  |
| --- |
| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Support the operational staff who facilitate the wing-based serveries. * Prepare and serve refreshments * Handling cash * Carry out stock rotation and stocktakes regularly. * Ensure all Health and safety legislation is complied with, * Ensure the correct cleaning procedures are complied with. |

|  |
| --- |
| 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. |
| * Achieve and enhance pre-set company budget and profit margins * To work with the catering team * Responsible for ordering of stock |

|  |
| --- |
| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential   * Proven ability to create and implement new ideas * Strong communication, organisation and time-management and people management skills * Have excellent customer service   Desirable   * Experience of working in a similar custodial environment * Level 2 food safety in catering |

|  |
| --- |
| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client & Customer Satisfaction / Quality of Services provided | * Leadership & People Management | | * Rigorous management of results | * Innovation and Change | | * Brand Notoriety | * Business Consulting | | * Commercial Awareness | * Flexibility in hours and approach to role | | * Employee Engagement |  | | * Learning & Development |  | |

|  |
| --- |
| 9. Management Approval – To be completed by document owner |
| |  |  |  |  | | --- | --- | --- | --- | | Version | 1.0 | Date | 20/08/2025 | | Document Owner | V Rigby | | | |