



Position Title	Catering Manager	Department	Catering
Generic Job Title	Catering Manager	Segment	Corporate Services
Global Grade		Location	Sussex
Reports to	Account Manager	Office / Unit name	Sussex House - AEXP

ORGANISATION STRUCTURE



Personal specification

- Previous experience in a similar role
- Good organisational skills
- Ability to work well under pressure
- Ability to contribute effectively to team set standards with particular regard to hygiene
- Positive approach to learning in role and identifying own training needs as appropriate
- Ability to work effectively as part of a team

Job Purpose

The management of the Catering and Kitchen staff to provide the catering service as per contract specification and client agreements.

- Provide catering service to company standard within scope of the contract
- To provide innovations and new ideas to ensure customer and client retention
- To ensure services are provided on time and within contract specification
- Liaise with staff and actively promote teamwork
- Assist in maintaining an efficient ordering system in accordance with company policy
- Assist in maintaining an efficient kitchen record system in line with company policy
- Manage deliveries and stock rooms in line with company policy
- Be responsible for fair scheduling of work within the team and managing direct reports time keeping breaks and behaviours as per company policies
- Manage, train and develop staff within the catering team in day to day tasks
- Control stock; reduce waste and drive sales, ensuring direct reports are complying.

- Ensure all areas within control are clean, hygienic and tidy at all times
- Ensure the safety and security of company and client property and money
- Comply with all Company and Client policies and procedures, statutory regulations relating to your work place, this will include but not limited to fire; health and safety; hygiene; working safely; CoSHH.
- Report all complaints and compliments to line manager, taking action where practicable
- Report any incidents of accident, fire, theft, loss, damage, unfit food or other irregularities to line manager, taking appropriate action where possible

Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”

- Delivery of a consistent service to a high standard
- Compliance in all areas
- Passing all audits both internal and external
- Client and customer retention and satisfaction
- Fully engaged team
- GOP achieved

Dimensions

Financial	
Other	

Skills, Knowledge and Experience

- All relevant qualifications
- Proven industry experience, acumen and innovations
- Excellent communication skills
- IT literate
- Team focused
- High standard of personal hygiene and appearance

Contextual or other information

- Any reasonable request from a member of the Sodexo management team of American Express
- To assist in special functions as requested, some maybe outside normal working hours or a different venue
- Attend any training and meetings as requested some of which may be outside your normal working hours or at a place which is not your normal place of work
- To cover different shifts or sites where practicable, some which may be short notice

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Document owner	Andrew Boon		