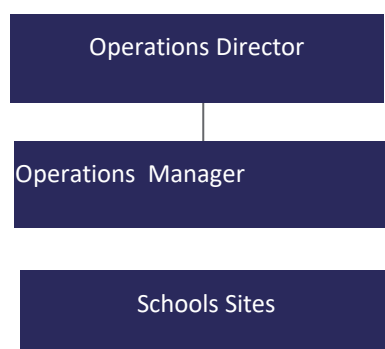


Function:	Operations
Position:	Operations Manager
Job holder:	
Immediate manager (N+1 Job title and name):	Operations Director
Position location:	Varied

ORGANISATION STRUCTURE



1. Purpose of the Job

- Responsibility of school contracts across the relevant geographical area, including staffing, training, client relationships and leadership
- Ensure policy and legislative compliance on-site and escalate any issues or concerns to the Operations Director
- To support sales team on site retention and new business activity

2. Job Responsibilities

- Develop and ensure a high focus on employee safety and positive client relations – ensuring that clients know you are on site and for what added value reasons.
- To conduct site service evaluations, realising action plans and implementing change required to meet the consistent standards
- To establish and maintain satisfactory relationships with individuals at all levels in the Company and Client sites
- Participate in creation of craft and business training modules to support operational / contractual obligations
- To implement and maintain the Statutory and Company standards of food and personal hygiene, health and safety and take any action as is necessary.
- Where required, support the recruitment, interviewing, control and discipline of staff according to the needs of the business and within the procedure laid down by the Company.
- Actively support the Business Development team via food presentations and highlighting case studies
- Be aligned with current food trends via social media, trade events to support offer development
- To complete client meetings and understand the financial performance and be able to present new budgets, meal price adjustments etc
- To provide on/off site mobilisation and contract retention support – physical and administrative (compliance file/documentation compilation, initial food and equipment orders
- Provide on-site pro-active craft and gross margin training to minimize wastage and maximise profit
- To attend to and take all necessary action, statutory and otherwise in the event of accident, fire, loss, theft, lost property, damage, unfit food or other irregularities and complete the necessary return and/or reports

3. Accountabilities

- To support and guide the financial and commercial performance of units
- Ensure positive client relationships and communication throughout contract tenure
- To ensure a consistent standard of food and service offer is maintained in all sites
- To ensure relevant pro-active training, coaching and mentoring is achieved on all site visits
- To organise effective mobilisation / retention activity
- To implement and/or maintain the Statutory and Company standards of policies, food hygiene, health and safety and take any action as is necessary to ensure full compliance and a positive safety culture

4. Other

- The list of duties is not exhaustive
- Position requires travel across a geographical area
- Alliance in Partnership and our Clients are committed to safeguarding and promoting the welfare of children. Certain roles will require applicants to undergo screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service (UK)".
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