

Job Description: Group Catering Manager



Function:	Schools
Position:	Group Catering Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Ryan Woolams
Additional reporting line to:	
Position location:	Mobile –

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

- To ensure the effective running of the assigned Contracts including the delivery of a consistent level of service, to the contract specification and agreed performance, qualitative and financial targets
- Ensure that all sites are utilising the style guide and marketing and promotion initiatives on offer to drive increased uptake
- Ensure compliance with all Health and Safety, Food Safety and Allergen procedures
- Manage and develop the team to ensure that Sodexo objectives and strategy are met
- To communicate and report all operational aspects, and escalate all out of process issues, to the Operations Manager
- Establish and build long term relationships with the Client at each assigned site
- Increase organic growth opportunities by delivering operational excellence
- Motivate and lead teams to achieve their objectives and Sodexo strategy and uphold the Company mission and values

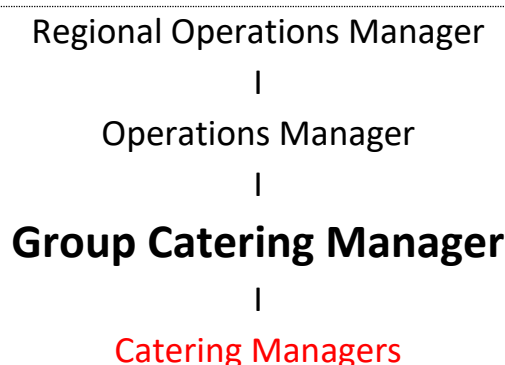
2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY26	€tbc	EBIT growth:	Tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	Tbc
		EBIT margin:	Tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	Tbc						
		Cash conversion:	Tbc						
Characteristics ▪ Add point									

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.

Operations Director

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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.

- All employees to be subject to Safer Recruitment procedures and have in place an Enhanced DBS with child barring list check along with Right to Work documentation
- Compliance with company Health and Safety policies
- Compliance with allergen legislation
- Fully embrace the relevant food offer in place
- Comply with contract requirements and ensure excellent operational service

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

- Completion of the monthly billing process for your assigned area
- Organise holiday and sickness cover, and where necessary to cover in a relief management capacity
- Work with the Business Area Manager to ensure that all sites are complying with company standards in relation to food standards and offer implementation (ie, ROL, Marketing, Purchasing compliance)
- Support the Business Area Manager and wider team as the day to day representatives of Sodexo
- Provide direction and expertise to the assigned business areas by promoting Sodexo strategies, values and behaviours
- To visit the sites to ensure that high standards of health, hygiene, cleaning & food are being achieved and to deal with any breaches through action plan and support to the Account Manager
- Ensure that all Business Manager training is up to date as well as their teams
- Support the Business Managers in ensuring that all sites receive a Green Safeguard audit result – and to support with any action plan implementation where an amber or red score is received
- To recruit, induct and develop new employees into the business area in line with Sodexo policy
- To carry out performance management activities such as disciplinary or counselling as required
- Assist in the weekly completion of the daily sales meal numbers.
- Assist in the completion of the monthly billing process for your assigned area
- Assist the Business Area Manager in the completion of reporting documents
- Attend client meetings as required and support the Unit Business Managers as the day to day representative of Sodexo
- Manage a team to increase the Client and Sodexo's revenue opportunities i.e., cash sales, labour efficiency and generate the GOP expected at each site across the portfolio of business

- Provide direction and expertise to the assigned business areas by promoting Sodexo strategies, values and behaviours
- To assist with the administration of payroll of all personnel in the area and identify, challenge and seek to rectify high spend in overtime, agency or relief cover.
- To carry out performance management activities such as disciplinary or counselling as required
- To support with the mobilisation of new contracts and closures as they occur
- To help organise and participate in District meetings

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.

- Safeguard Audits will be green
- The Area can demonstrate good labour management practices and adherence to Safer Recruitment practices and all company food and marketing initiatives
- The Area meets all contractual specifications and service levels
- Development areas identified for the Unit Business Managers through the annual EPA process
- You will be achieving your own personal objectives and development activities as outlined in your annual EPA
- Engagement practices are embedded through the use and practice of Focus on Five and Management behaviours

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

- Experience in managing multi-site business
- Experience of recruiting, inducting and developing teams and managing within a set framework
- High standards of food production and service delivery
- Ability to communicate at all levels in an appropriate manner
- Experience of working in a standards/compliance environment
- Relevant qualifications

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

<ul style="list-style-type: none"> ▪ Growth, Client & Customer Satisfaction / Quality of Services provided 	<ul style="list-style-type: none"> ▪ Leadership & People Management
<ul style="list-style-type: none"> ▪ Rigorous management of results 	<ul style="list-style-type: none"> ▪ Innovation and Change
<ul style="list-style-type: none"> ▪ Brand Notoriety 	<ul style="list-style-type: none"> ▪ Employee Engagement
<ul style="list-style-type: none"> ▪ Commercial Awareness 	<ul style="list-style-type: none"> ▪ Learning & Development

9. Management Approval – To be completed by document owner

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Document Owner			