

Job Description: Duty Manager



Function:	
Position:	Duty Manager
Job holder:	TBC
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Hospitality
Additional reporting line to:	
Position location:	Everton F.C., Goodison Road, Liverpool. L4 4EL

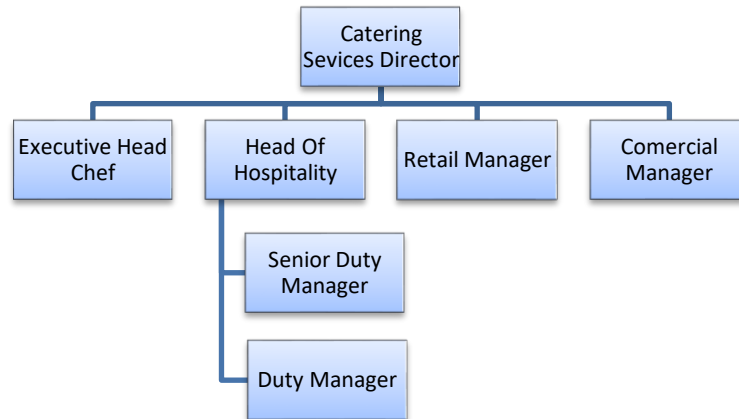
1. Purpose of the Job – State concisely the aim of the job.

- Maximise the profitability of the contract within area of responsibility and deliver the required results
- Assist in managing site specific conference & events, match day hospitality and teams in accordance with the Contract and SLAs in place
- Ensure business deadlines and targets are met in a timely manner and/ or as directed by the CSD and HOH
- Manage the services and teams to the agreed standards
- Lead the team by example and take responsibility when needed, act with initiative, demonstrate energy and enthusiasm.
- Take accountability and responsibility for delivering required results
- Maintain personal resilience in all situations
- Prioritise workloads effectively, plan activities to meet the needs of others. Show attention to detail proactively plan activities and time to minimise reactivity and maintain a sensible work-life balance.
- Ensure company policies and security are always adhered to.
- Champion for retention for Investors in People

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.

•

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.

- Department is performing to SLAs and costs are being controlled.
- Measurably strong client perception and satisfaction with services delivered
- High levels of client engagement via demonstrably strong relationships built on mutual respect and trust
- High levels of team engagement
- Service standards in line or above client expectations and reviewed on an ongoing basis for both match day and non-match day operations i.e., post-match and monthly
- Assist in controlling costs in unit; costs controlled to budget and cross-departmental efficiencies are identified and developed i.e., labour, expenses, and all variable costs
- Maintain a positive team culture where all members work in collaboration and support each other as required
- A positive working relationship with the client is evident with “Win-win” scenarios
- Develop and maintain a positive attitude to continuous improvement with regular meetings to review service styles using mystery shop data and other feedback mechanics. Ensure full team engagement in the process
- Have open two way communication between all departments
- Maintain high performing teams
- Maintain high standards of appearance and personal hygiene

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

- Assist the Head-of Hospitality in delivering a profitable department.
- Ensure all conference, events and match day hospitality are run in line or above client expectations.
- Ensure that costs and expenditure are controlled. Maximising labour productivity to achieve budgeted/ forecasted P&L
- Attend monthly reviews with the HOH
- Continually seek ways to enhance quality through innovation.
- Manage the Hospitality team to ensure that business objectives are met, and standards are delivered competently and consistently and personal objectives through regular 1-2-1 meetings
- Ensure the department has a training plan and that all statutory and bespoke training is scheduled and carried out
- Develop long term client relationships in line with the CFL philosophy to enhance the retention of current clients and customers, gain referrals for new business and attract new customers.
- Assist the senior duty manager in leading and managing the C& E team and actively promote Goodison Park for both internal and external clientele
- Undertake duty management and operational shifts as required

- Control GP through ensuring cash and stock is managed. To ensure client billing is both accurate and timely. Liaise with 3rd party suppliers as required to support this.
- Good productive long term client relationships are developed with clients. Manage complaints in a proactive manner and implement action plans to rectify as necessary alongside HOH
- Review new ways to drive revenues and maximise sales across Hospitality with HOH
- Ensure the unit complies with all company and client policies, site rules and statutory regulations i.e., licencing laws, Trading Standards and EHO.
- Manage the H&S operational requirements for the department.
- Facilitate a high support, high challenge performance management culture that motivates an engaged workforce
- Manage and update a post-match day maintenance log and take necessary actions as 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.

- Service Standards across site are either in line with or above our client's expectations and reviewed on an ongoing basis.
- Wage control.
- Operational standards on all match days
- C&E benchmarking continuous improvement
- Health and Safety utilising the Sodexo SEM's system
- Develop and grow match day sales throughout Hospitality establishing a target led culture

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

Essential

- Experience in managing conferencing and events
- Experience of delivering high quality hospitality operations
- Operational knowledge, skills and experience.
- Team Management
- Manage multiple workloads and shifting priorities
- Deliver excellence in operational service standards and customer satisfaction
- Excellent interpersonal skills and ability to communicate effectively with customers, clients and employees at all levels
- Achieve set, standards and operate to performance criteria; for example health and safety, hygiene
- Hospitality management experience

Desirable

- Personal Licence Holder

Contextual or other information

- Travel and overnight stays may be required to undertake training and business requirements
- To relieve and assist in other establishments in exceptional circumstances.
- To attend meetings and training courses as requested.
- This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

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

Client & Customer Satisfaction / Quality of Services provided	Leadership & People Management
Rigorous management of results	Innovation and Change
Brand Notoriety	Analysis and Decision Making
Commercial Awareness	Industry Acumen
Employee Engagement	
Learning & Development	

9. Management Approval – To be completed by document owner

Version	V2	Date	30.1.2018
Document Owner			

10. Employee Approval – To be completed by employee

Employee Name		Date	
---------------	--	------	--