

Function:	Sodexo Live!
Position:	Riverside Market Manager
Job holder:	N/A
Date (in job since):	
Immediate manager (N+1 Job title and name):	Mark Harris-Quinn – Ops Director
Additional reporting line to:	
Position location:	Fulham Pier, Craven Cottage, London/Fulham Green Office

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

- Overall management of the Riverside Market on every day and matchday mode
- Ensure all food and beverage units are set up according to the SOP, and delivered operationally
- Liaising with traders and dealing with operational concerns
- Ensuring stock levels are suitable for events with relevant POS
- Effective shift management of the on-site team including a team of supervisors, contracted and casual staff
- Working closely with contractors including cleaning, security, and maintenance
- Training and Staffing Management – organising staff rota's, briefing, and ensuring all training is relevant and completed by staff members
- Work with Sodexo Live! Supply chains to bring the best in class to Fulham FC and Fulham Pier
- Liaison with local authorities and councils to maintain a strong neighboring relationship
- Work with the culinary team in developing new and innovative food concepts, food ordering levels, menu designs through SOPs and training to the point of delivery
- Monitoring and managing health and safety systems in line with Sodexo Live! 3 Steps to safety and near miss reporting

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:	n/a	EBIT growth:	n/a	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	n/a						
		Net income growth:	n/a			Outsourcing growth rate:	n/a	HR in Region	Katie Pollington

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.

- Comply with the Sodexo Food Safety and Health & Safety policies and processes
- Ensure all Food Safety and Health & Safety policies and processes are adhered to among direct reports
- Comply with the Stadium, Fulham Pier and Logistics site regulations

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

- Deliver exceptional customer experience across our everyday mode business and match day catering operations
- Successfully managing all aspects of operational excellence and contract delivery
- Building and proactively maintaining external relationships with senior clients to exceed client expectations
- Successfully launch new innovative food concepts when required
- Ensuring all operations are profitable
- Successful management of all KPI Information relevant to Sodexo Live!, Fulham FC and Fulham Pier including tracking of results, report production and supplying sufficient evidence
- Relationships are delivered with key stakeholders to allow development both operationally and functionally to enable growth and development with confidence in the role
- To deliver Food and Beverage training plan and ensure staff understand and complete onsite training
- To maintain uniform standards with the Riverside Market ensuring they are always adhered to

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.

- Ensuring all staff and contractors comply with: Health and Safety, Food Hygiene, Fire regulations, licensing law and sales of good
- Report to Head of Concessions on progress regularly and as required
- Record relevant customer comments and ensure that any issues are resolved positively
- Successful food and beverage operation is on trend and best in class

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

- Experience within contract catering, within a multi-site managerial role
- A proven track record of successfully building and maintaining client relations
- Ability to manage, inspire and motivate a large and diverse team
- Previous experience with P&L management, problem solving and creative thinking
- Positive and flexible attitude, willing to be hands on when required
- Personal License holder

8. Management Approval – To be completed by document owner

Version	1	Date	06/03/2026
Document Owner	Ashley Hewlett		

9. Employee Approval – To be completed by employee

Employee Name		Date	
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