

Job Description- Catering Manager

Function:	Independent Schools
Position:	Catering Manager (J2 Business Manager Medium)
Job holder: JD	
Date (in job since):	
Immediate manager Michelle (N+1 Job title and name):	Michelle Houghton, Account Director
Additional reporting line to:	Lisa Gordon, Business Support Manager
Position location:	Altrincham Grammar School for Boys

1. Purpose of the Job

- Effectively manage the Sodexo team at Altrincham Grammar School for Boys in a commercial environment to ensure that exemplary services are provided for catering in all areas to include pupil service, hospitality and internally and externally.
- Aim to exceed sales and patronage levels to demonstrate growth, with innovative marketing and product offer – having previous experience of a selling and retail background.
- Manage resources and promote an ethos of teamwork and to instil a culture of continuous improvement to put a smile of the face of those we serve.
- To be responsible for leading and coaching the teams to ensure we are delivering against client and consumer expectations.
- Foster long term profitable relationships with the schools and meet on a regular basis to review financial performance, innovation, and feedback.
- Provide direction and expertise to the operating teams by promoting Sodexo strategies and best business practices to uphold the Company mission and values.
- To ensure all our team fully understand the 3 Checks to safety and stay safe at work.

2. Main assignments

Catering Tasks

- Coordinate and direct all activities within the school that require catering.
- Continually monitor all food standards in all service locations, to ensure that they are to the required client and Sodexo expectation.
- Monitor all hygiene standards, to ensure they are maintained to the required client and Sodexo expectation as outlined by the Document Management System policies.
- To ensure that all food is prepared with due care and attention, particularly regarding customers' special dietary requirements: for example, nut, dairy or wheat allergies and the Allergen and PPDS Policies are followed.
- To ensure that regular and effective promotions and special days occur and are planned and documented to promote additional sales.
- Conduct termly surveys to gain insight for future menu planning, prepare feedback document.
- To work with the Account Director in the preparation of the annual Catering Budget
- Monitor financial performance (e.g., supply chain, sales, labour, expenses, internal issues) to ensure that the budget figures are maintained as a minimum and, when variances do occur, to provide written explanation of these costs, and to implement action plans for correction.
- Ensure a cost of sales analysis is kept up to date and GP% margin monitored.
- Provide a monthly business review and Termly report, and meet with the client monthly and provide detailed follow up notes
- Ensure all special functions are completed to the required standard of food and service and are also undertaken within pre-budgeted costs.
- Undertake development plans for both heavy and light equipment to ensure pre-planned the client is aware of requirements.
- Ensure the team are up to date with all mandatory and other training requirements, either through Ingenium or GREAT cards
- Implement and use the Company tools and systems, to include EprophIT, DRIVe, UDC, Right time, Sodexonet, DMS – Document Management system to include all food and health and safety policies, Allergen & PPDS processes, Right to Work and Ingenium
- Support with Chef in the classroom session and knowledge sharing with pupils, through practical sessions.

3. Context and main issues

Finance

- Maintain GP% or exceed the annual budget.
- Complete the unit budgets and forecasts in a timely manner.
- Protect the company's and client's profit by delivering your Sodexo budget each month.
- Generate the monthly accounts back up required for the monthly meetings and explain all variances.
- Ensure cash, stock, debt, and assets are properly controlled.
- Ensure the correct use of Sodexo suppliers.
- Risk management – minimise risk and maintain profitability in line with all company policies.

People

- Select, recruit, and induct the right team and retain using the Safer Recruitment tools.
- Develop your people, produce a robust training plan, and ensure succession planning takes place.
- Measure the performance of your people by giving feedback and reviewing and completing the employee performance appraisal (EPA) process.
- Manage the payroll system for all catering staff using the UDC and Right time systems.
- Communicate regularly – Adopt the 'focus on five' principles to include weekly Team Huddles
- Communicate the importance of a zero-harm culture and 3 steps to safety using the tools available through the Sodexo net.

Client

- Ensure the food production team deliver the operation to the service standards agreed in the contract with the client.
- Attend meetings and produce monthly and termly formal review reports for the client.
- Implement Clients for Life processes.
- Add innovation and new ideas to the offer to increase sales and margin percentages.
- Complete a structured Termly Review to capture people, events, health and safety and Company updates.
- Provide a proactive approach for all services to include recommendations and planning ahead.

Business Improvement

- Be proactive in overcoming barriers to success.
- Work with the Client to grow external business and provide website brochures to supports events.
- Provide feedback on how we can improve our performance.
 - Networking – keep appraised of best practise within the industry by maintaining contact with professional bodies in other market sectors.
- Responsible for driving Continuous Improvement through the contract.
- Support – professional advice to peers and team sometimes away from the unit

4. Accountabilities

- Manage and control the services to the agreed specification and to the agreed performance, qualitative and financial targets.
- Manage the team to increase the Client and Sodexo's revenue opportunities i.e., commercial opportunities, labour efficiency and generate the growth operating profit (GOP) expected when required.
- Nurture client relationships to develop them for long term partnerships.
- Recruit, induct and develop talented employees within the business portfolio and to manage poor performance in line with Safer Recruitment Policy and Procedure.
- Management of Health, Safety and Environmental Legislation relating to Sodexo's areas of responsibility ensuring the statutory requirements are met and all records maintained up to date.

5. Dimensions

- Turnover 700k per annum
- Market services to increase patronage and daily sales.
- Supply Chain Management – ensure value for money is achieved through robust management of suppliers and measurement of performance.
- Identify opportunities for organic growth and new business.

6. Job profile

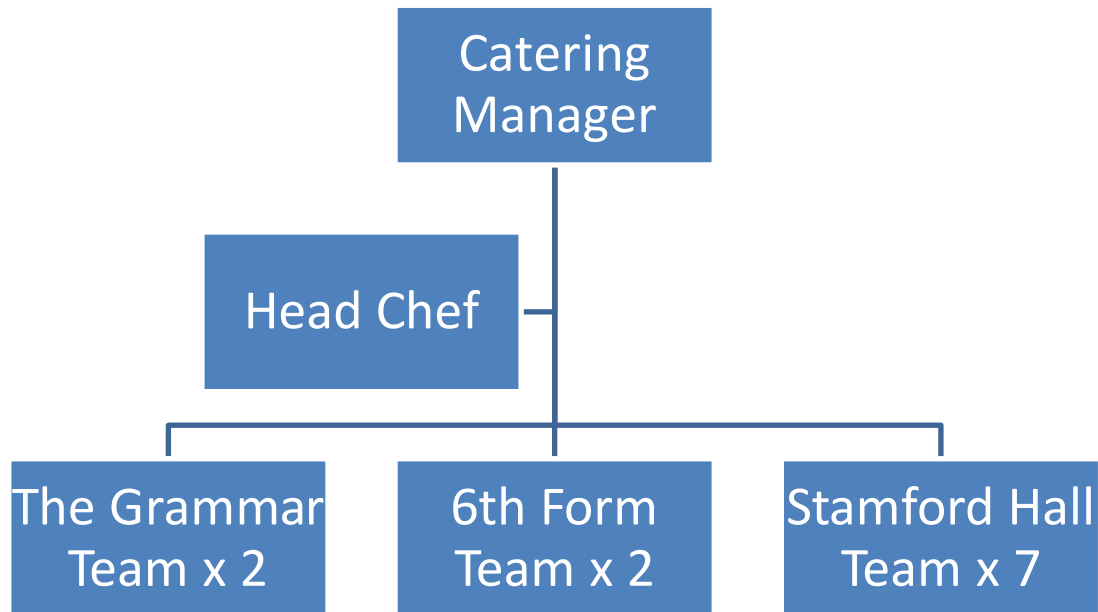
Essential Criteria

- Strong level of literacy and numeracy skills
- Experienced business manager who has operated in a commercial retail environment.
- Experience of managing an overall budget with diverse functional components
- Highly effective communication and interpersonal skills
- Clear and effective leadership style
- Ability to analyse problems analytically, develop opportunities and implement innovative solutions/approaches.
- Strong ability to increase individual effectiveness through leadership, motivation, communication, coaching and training.
- Excellent time management and organisational skills
- Computer literate
- Able to demonstrate positive attitude to self-development, willingness to learn in role and identify own training needs as appropriate.
- High level of self-motivation
- Strong ability to build professional partnerships and communicate at all levels, particularly at senior client levels.
- Ability to set high standards, achievable through striving for continuous improvement.
- Ability to act on own initiative.
- Ability to work effectively as part of a team.
- Flexible approach to role
- Use of social media for advertisements
- Food Safety and Health and Safety certification, minimum level 3

Desirable Criteria

- Relevant higher-level qualification in functional specialties (i.e., catering, facilities management)
- Experience of managing a large team

7. Organization chart



Levels

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Received:

Date:

Date:

Job holder

Immediate Manager