



## Job Description: Sodexo Live!

Function:	Catering Operations
Position:	<b>Conference and Banqueting Manager</b>
Job holder:	N/A
Date (in job since):	
Immediate manager (N+1 Job title and name):	Deputy Catering Manager
Additional reporting line to:	Catering Manager
Position location:	Emirates Old Trafford

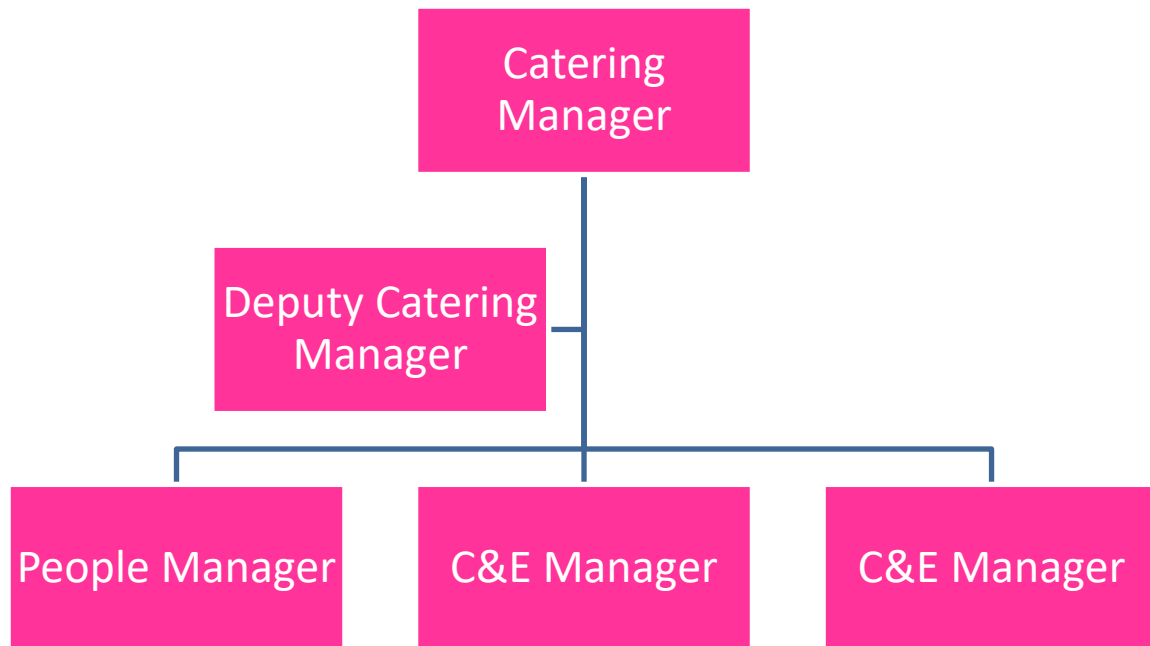
### 1. Purpose of the Job – State concisely the aim of the job.

- To produce all catering services at the required times to the company's standards, within the agreed specification and to the agreed performance, qualitative and financial targets. To take responsibility for the operation in support of Deputy Catering Manager.

### 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.

- Oversee general management and take ownership of the catering operation and delivery.
- Ensure that costs and expenditure are controlled in line with budget utilising nominated suppliers and maximising labour productivity in line with current labour efficiency models, policies and procedures- ensuring that forecasts and actuals are entered, and remedial action is taken as appropriate to achieve budgeted/ forecasted P&L
- Continually seek ways to enhance quality through innovation and cost efficiencies by monitoring performance against existing standards and ensure that standards across the site are in accordance with the SLA' in place.
- Manage the catering operations team to ensure that both business objectives are met, and standards are delivered competently and consistently. Develop a motivated, respectful, trusted and stable team by giving clear direction, sharing information and employee engagement.
- Undertake duty management and operational shifts as required.
- Good productive long term client relationships are developed with clients and agents and our on-site client to generate win-win situations. Manage complaints in a proactive manner and implement action plans to rectify as necessary.
- Seek new ways to drive revenues and maximize sales across the area.
- Ensure the area complies with all company and client policies, site rules and statutory regulations i.e. licensing laws, Trading Standards and EHO.
- Manage the H&S operational requirements for the area.
- Ensure there is a two-way communication with Safeguard and that any H&S incidents are managed appropriately and effectively in conjunction with Safeguard.
- Facilitate a high support, high challenge performance management culture that motivates an engaged workforce.

**3. Organization chart** – Indicate schematically the position of the job within the organization. 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.

- High levels of client engagement via demonstrably strong relationships built on mutual respect and trust.
- Service standards in line or above client expectations and reviewed on an ongoing basis for both match day and non-match day operations.
- Support in controlling labour 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.
- Processes are developed and followed to ensure all departments have the necessary information pre-and post-event.
- Maintain high performing teams, demonstrated through the EPA, talent and succession planning processes and staff engagement surveys and IIP accreditation.
- Maintain high standards of appearance and personal hygiene.

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

- Meet the demands of customers by providing the right catering services within the agreed contract agreement.
- Ensure financial documentation and accountancy of the unit (and those from suppliers) is accurate and within agreed budgeted levels.
- Motivate and lead catering employees to perform their roles to a high standard and in alignment to Sodexo policies and procedures.
- Actively seek and identify opportunities for business growth within the contract and external market.
- Ensure the prompt provision and efficient service of all meals and catering requirements at the specified time to the standards laid down in the KPI's.
- 'Walk the floor' during service periods to ensure that excellent levels of service are being delivered to the customers whilst liaising with your Line Manager to ensure innovation is delivered across all event spaces.
- Ensure that all costs and expenditure are within the budgeted levels agreed between the Client and Sodexo and unit is trading in line with budget targets.
- Control all costs such as labour, expenses, cash purchases as agreed with your line manager.
- Ensure that methods of preparation, production and presentation comply with Sodexo's standards and procedures.
- Obtain purchases from Sodexo nominated suppliers.
- Comply with all relevant sections to complete routine audits at a frequency as indicated in DMS.
- Comply with all Company & Client policies, site rules and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your workplace and training of staff.
- Ensure that all equipment used, is in safe working order, checked regularly and serviced. Report any faults as required, ensure they are rectified and ensure equipment is not used until safe.
- Ensure that all equipment and the overall establishment, is always safe and secure.
- Ensure the standards across the site are in accordance with the Service Level Agreements and Key Performance Indicators specified in the service contract.
- To take adequate steps to ensure the security of Company and Client property under your control.
- Recruit, manage, induct, train, motivate and appraise staff to promote good employee relations and operate within Company procedures, legislation and the Investors in People standards. (Staff appraisals to be conducted at least annually).
- Ensure that all Sodexo employees project a positive, approachable, friendly and professional image.
- To attend an annual PDR with your Line Manager and to agree and take ownership of your PDR and your training and development needs.
- Attend Company Training Courses and Company Meetings as requested.
- Plan and control holidays within the operation to 'self-cover' where practicable.

**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 during all times of operation.
- Operational standards for matchday and non-matchday are met with positive customer feedback and experiences.
- Health and Safety utilising the Sodexo SEM's system.

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

**Essential**

- High standard of literacy and numeracy.
  - Experience in leading a Bar and Event operations team.
  - Experience working in a stadium or large event environment.
  - Expertly manage day to day challenging client relationships.
  - Well-developed verbal, non-verbal, presentation and communication skills.
  - Experience of delivering high quality hospitality operations.
  - Operational knowledge, skills and experience in managing multi service operations.
  - Management of large and diverse teams.
  - Manage multiple workloads and shifting priorities.
  - Deliver excellence in operational service standards and customer satisfaction.
  - Demonstrate resilience when faced with conflicting business challenges.
  - Ability to interpret and utilise varied financial and commercial information.
  - Excellent interpersonal skills and ability to communicate effectively with customers, clients and employees at all levels.
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- **Desirable**
  - Personal licence holder.
  - Knowledge Human Force App.
  - First Aid qualification.

**8. Management Approval** – To be completed by document owner

Version	1	Date	15.10.24
Document Owner			

**9. Employee Approval** – To be completed by employee

Employee Name		Date	
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