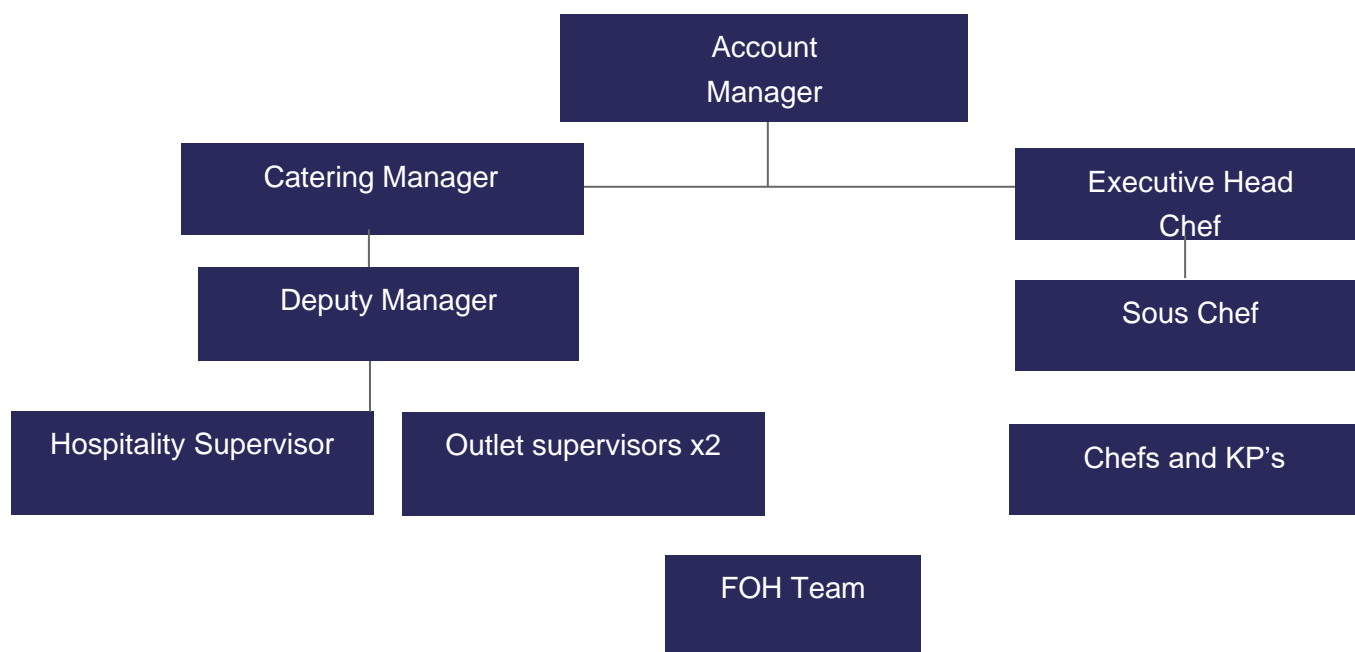


JOB DESCRIPTION

Position Title	Catering Manager	Department	Operations
Generic Job Title	General Service manager	Segment	Independent Education
Team Band	I1	Location	
Reports to	Senior Account Manager		

ORGANISATION STRUCTURE



Job Purpose

- Effectively manage the Sodexo team to ensure that exemplary services are provided at the school.
- Manage resources and promote an ethos of teamwork and to instil a culture of continuous improvement.
- To be responsible for the service at the school leading a management team to ensure delivering against Key Performance Indicators.
- Act as the primary representative of Sodexo within the contract by the effective management of all Managers to ensure the delivery of both qualitative and quantitative results
- Foster long term profitable relationships with the schools to maintain existing business and identify new business opportunities by delivering operational excellence
- Provide direction and expertise to the operating teams by promoting Sodexo strategies and best business practices in order to uphold the Company mission and values
- Motivate and lead a high performing team to achieve their objectives

- Manage all aspects of service planning and execution of functions and potential lets / commercial events

Accountabilities

- Coordinate and direct all activities within the school covering catering
- 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 GOP expected when required
- Supply Chain Management – ensure value for money is achieved through robust management of suppliers and measurement of performance.
- Nurture client relationships in order 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.
- Identify opportunities for organic growth and new business.
- Management of Capital Projects working with the school's Bursar / SMT
- 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
- Responsible for driving Continuous Improvement through the contract.
- Risk management – minimise risk and maintain profitability in line with all company policies.
- Strategic and technical support – professional advice to customers, peers and team.
- Control and manage the waste which is generated by the site.
- Manage the service provider for pest control

Operations

- Check and Review the work of assistant managers and supervisors.
- Look for and implement opportunities to drive Sodexo revenue and labour productivity in your units.
- Plan and check that marketing initiatives are implemented surrounding in particular Fresh Food From Scratch.

People

- Select, recruit and induct the right team.
- Develop your people and ensure succession planning.
- Measure the performance of your people by giving feedback and reviewing and completing the EPA process
- Communicate regularly – monthly face to face team briefing. Adopt the 'focus on five' principles.

Client

- Ensure you're Managers and supervisors deliver your 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 in your unit.

Finance

- Complete the unit budgets and forecasts.
- Protect the company's profit by delivering your Sodexo budget each month.
- Generate the billing back up and maintain high quality records.
- Ensure cash, stock, debt and assets are properly controlled

Business Improvement

- Be proactive in overcoming barriers to success.
- 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.

Key Performance Indicators (KPIs)

- P&L reports- operate to budget
- Labour productivity management –operate to budget
- Client satisfaction – positive feedback from client loyalty survey
- Client Retention- retention of contract
- Business Plan actions
- Business Growth & Development – in line with client requirements
- Unit Fresh Food from Scratch audit scores – to be a green score
- People Management HR Audits- to be a green score
- Health & Safety Compliance- Safeguard Audit score must be Green

Skills, Knowledge and Experience

Catering Manager- Person Specification

Essential Criteria

- Education experience
- Strong level of literacy and numeracy
- Experienced business manager who has operated in a multi-disciplined environment
- Experience of managing an overall budget with diverse functional components (i.e. catering, cleaning, etc.)
- 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

Desirable Criteria

- Independent School experience
- Relevant higher-level qualification in functional specialities (i.e. catering, facilities management)
- Experience of managing a large team
- Able to successfully implement changes
- Knowledge of Safer Recruitment and working in Schools

Personal Attributes Profile

- **Enthusiastic** - Displays a natural and sustained enthusiasm and energy
- **Self-Motivated** - Needs no encouragement to make things happen
- **Able to build and maintain relationships at all levels** - Is able to communicate within both client and Sodexo organisations
- **Strong but Flexible** - Always prepared to listen and consider the views of others
- **Committed to Development** - Demonstrates recognition of others contribution
- **Competitive** - Shows a healthy desire to win
- **Positive** - Focuses on what CAN be done
- **Personal Appearance** - Recognises importance that appearance has on the attitudes of others
- **Responsible** - Conscious of the consequences of action or inaction
- **Conscientious** - Demonstrates a commitment to get things done on or before agreed deadlines
- **Decisive** - Willing to make and implement decisions
- **Assertive and Influential** - Demonstrates a strong desire to lead situations and achieve goals
- **Analytical** - Shows an interest in and an aptitude for analysing situations and circumstances before taking action

Sodexo is committed to safeguarding and promoting the welfare of children and young persons within the environments in which it provides services, and applicants, employees and casual workers must be willing to undergo child protection screening applicable to the post, including checks with past employers, overseas where required, and the Disclosure and Barring Service.

It is the staff member's responsibility to promote and safeguard the welfare of children and young persons for whom they are responsible, or with whom they come into contact. They will adhere to and ensure compliance with Sodexo's Child Protection (Safeguarding) Policy at all times.

If in the course of carrying out the duties or the role, the employee or casual worker becomes aware of any actual or potential risk to the safety or welfare of children or young persons in the establishment within which they are working, they must report these concerns to their line manager, Account Manager, HR Department or Designated Officer immediately

Name:	Carolyn Clark	19 th April 2021
Signature:		