

Job Description  
Catering management

Schools

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| Function: | | | | Government Schools | | | | | | | | |
| Job: | | | | District Support Manager North | | | | | | | | |
| Position: | | | | **District Support Manager North** | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Lindsay Rhys-Jones Account Manager | | | | | | | | |
| Additional reporting line to: | | | | Oasis Account Director TBC | | | | | | | | |
| Position location: | | | | Oasis Academies North West & Mildands | | | | | | | | |
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| 1. Purpose of the Job – To ensure the prompt and efficient preparation and service of all meals to the company’s standard and to the client’s satisfaction and maintaining the cleanliness and hygiene of the Unit to the required standard in the Service Level Agreement. | | | | | | | | | | | | |
| * Service offer is in line with the menu service offer and relevant style guide * Activities listed in the Food and Co activity plan, including minimum 6 themed special days, parent tasters, school council taster sessions, termly surveys, and implementation of all marketing activities. * Relief Cover to support business Growth, Development and Retention of the new Contract * Reasonable instructions from the Account Manager | | | | | | | | | | | | |
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| 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 : | TBC | | EBIT growth: | | +5% | Growth type: | Patronage and SPH | Outsourcing rate: | n/a | Region Workforce |  | |
| EBIT margin: | | +5% |
| Net income growth: | | +5% | Outsourcing growth rate: | n/a | HR in Region | n/a | |
| Cash conversion: | | n/a |
| Characteristics | | * Achievement of / exceeding company and client budgets * Management of Catering Units | | | | | | | | | | |

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| 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. |
| Account Manager  I  **District Support Manager**  I  Front line teams North West and Midlands |

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| **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. |
| * To support and run the Oasis portfolio, by covering relief, and ensure continual improvement of brand standards and consistency within the Trust * To support the schools during catering events and functions to ensure Sodexo Hospitality offers exceed customer expectations whilst maintaining commercial viability * To increase sales by driving uptake in meals and enhance customer experience in order to meet both client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectations * To ensure that all statutory and company regulations and policies relating to Allergens, food hygiene, health, safety and fire are enforced, recorded and maintained at all times and resulting in Green Safegard audit * Actively innovate in terms of food presentation and engage in partnered curriculum based food activity, such as Discovery Tables, Classroom Tastings * To support full implementation of all marketing campaigns as per the Promobox offers, Food & Co along with seasonal activities |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| 1. To support the individual schools in line with Schools by Sodexo Food and Co menu offer and in line with Oasis contract. 2. Assist in the weekly completion of the daily sales meal numbers and cashless tracker tool 3. Assist in the completion of the monthly billing process 4. To organize and assist with the preparation and presentation of all meals service (participating as necessary) at the required time, being provided to the standard laid down in the Service Level Agreement and to the Client's, Customer's and Sodexo’s satisfaction. 5. To present a smart and professional image at all times. 6. To ensure that all food is prepared with due care and attention, particularly in regard to customers’ special dietary requirements: for example, nut, dairy or wheat allergies. Food items to be presented to at least the minimum standards set out in the Style Guide 7. To support Managers with any special function as required and to the correct standard, some of which may occur outside of normal working hours. 8. To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organization. Liaises with the clients in line with agreed standard. 9. To ensure that the Company's accountancy, documentation and administration procedures are carried out to the laid down standard and that the necessary weekly returns are completed accurately and sent to the appointed office on time. This may be electronically, paper-based, or both, as instructed. 10. To control and monitor the financial performance of the unit and to maintain costs within pre-budgeted targets. 11. To maintain the standards and integrity of the service offer and Service Level Agreement at all times. To carry out a daily service audit and perform activities detailed in the service offer manual under Key Performance Indicators to the frequency and level required. 12. To implement and maintain the Statutory and Company standards of food and personal hygiene, health and safety and take any action as is necessary. Complete T2 IAMS on an annual basis following up all actions until resolved. 13. To take all necessary steps to ensure maximum security of the kitchen, store, office, safe and monies and any other areas under the Sodexo’s control. 14. To recruit, interview, control and discipline staff according to the needs of the unit and within the procedure laid down by the Company. To maintain an accurate, up-to-date personnel records for all staff as laid down in the Unit Personnel Manual. To keep records of any potential disciplinary issues and keep the Account Manager and Human Resources Manager informed of these. 15. To ensure all new staff are given a thorough induction into their job, the unit and the Company. To monitor the performance of staff, carry out performance reviews and provide training and coaching as necessary, and record on the appropriate documents. Actively identify and nurture talent within the team to further meet expectations of client and Sodexo. 16. To have special regard to the welfare of the establishment staff, and to organise regular and effective staff meetings such as team huddles. 17. To ensure the correct compilation of the payroll to the latest regulations. To ensure that all Statutory Regulations and Company Policy concerning the staff are adhered to. 18. To have regular contact with the Account Manager and to produce any reports as necessary pertaining to current site activity or events. 19. Utilisation of the schools closed Facebook “Best in Class” application to post activity and to gain best practice ideas from business colleagues is highly advised. 20. Attend to any reasonable requests made by the Account Manager.   **IRREGULAR DUTIES:**   1. To relieve and assist in other establishments in certain circumstances. 2. To attend to and take all necessary action, statutory and otherwise in the event of accident, fire, loss, theft, lost property, damage, unfit food or other irregularities and complete the necessary return and/or reports. 3. To attend meetings and training courses as requested. These may include travel and/or overnight accommodation which Sodexo will cover the costs for. |

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| 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. |
| * To control and monitor the financial performance of the Oasis group NE and to maintain costs within pre-budgeted targets. * To ensure that the Company's accountancy, documentation and administration procedures are carried out to the laid down standard and that the necessary weekly returns are completed accurately and sent to the appointed office on time. This may be electronically, paper-based, or both, as instructed. * To understand and maintain the standards and integrity of the service offer and Service Level Agreement at all times. To carry out a daily service review and perform activities detailed in the service offer manual under Key Performance Indicators to the frequency and level required * To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organisation. * To implement and maintain the Statutory and Company standards of policies food hygiene, health and safety and take any action as is necessary to ensure full compliance |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Strong level of literacy and numeracy * Enhanced DBS Clearance * 706/2 or NVQ2 chef qualification, or equivalent * Previous catering experience and a Great Passion for Food and Team Engagement * Excellent interpersonal skills and ability to communicate effectively with customers, clients, and staff at all levels * Intermediate Food Hygiene Certificate * Good time management and organizational skills * Ability to work well under pressure * Computer literacy * Ability to achieve and set standards and operate to performance criteria, with particular regard to hygiene * Positive approach to learning in role and identifying own training needs as appropriate * Self-motivated, sense of own initiative and the ability to meet target deadlines as set by the Account Manager * Ability to work effectively as part of and in the development of a team with a flexible approach to role and to successfully implement change   **Desirable**   * 706/3 or NVQ3 chef hospitality qualification, or equivalent * Previous experience of catering management and employee engagement * Experience of managing and developing a team in an educational establishment * Gross Margin and Selling Price Calculations * Experience of managing budgets * Experience of delivering training using company guidelines * Good standard of financial acumen * Ability to develop increasing individual effectiveness through leadership, motivation, communication, coaching and training |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client & Customer Satisfaction / Quality of Services provided | * Leadership & People Management | | * Rigorous management of results | * Innovation and Change | | * Brand Notoriety | * Business Consulting | | * Commercial Awareness | * HR Service Delivery | | * Employee Engagement |  | | * Learning & Development |  | |

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| 9. Management Approval – To be completed by document owner |
| |  |  |  |  | | --- | --- | --- | --- | | Version | One – HRBP Approved | Date | April 2023 | | Document Owner | School Generic | | | |