

Job Description:   
Catering Manager

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| Function: | | | |  | | | | | | | | |
| Job: | | | | Catering Management | | | | | | | | |
| Position: | | | | Catering Manager | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Jordan Turland – General Services Manager | | | | | | | | |
| Additional reporting line to: | | | |  | | | | | | | | |
| Position location: | | | | Newbold Revel | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * Day to day management for ensuring the effective service of delivery of the catering operation that is fully compliant with legislation and contract specification. | | | | | | | | | | | | |
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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 FY13: | £800k | | EBIT growth: | | tbc | Growth type: | n/a | Turnover: | 15% | Region Workforce | tbc | |
| EBIT margin: | | 12% |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
| Characteristics | | * Add point | | | | | | | | | | |

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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. |
| General Services Manager  Catering Manager  Head of Talent  Catering Supervisor  Catering Supervisor |

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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. |
| * Accountability of the catering department, including service delivery, financial management and compliance paperwork; ensuring a high quality service and catering offer is provided at all times * Maximize the profitability of the operation by managing costs and increasing the sales through the development of an agreed budget and business plan * To ensure that all legislation and procedures in relation to Health & safety and Food safety are adhered to. * To ensure that all catering aspects of the contractual agreement are adhered to as specified by the General Services Manager. |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To complete weekly ‘team huddles’ covering safety, performance updates & any relevant training. * To monitor and report on all staff absences and sickness in line with the absence management policy * To manage the ordering and distribution of catering consumables * To ensure stock on hand is kept to a minimum * To ensure EOW / EOM closure of finance is completed by the required deadline * To ensure that all KPI’s are met to the agreed standard * To ensure full compliance with Sodexo disciplinary procedures * To attend team / client meetings, as required * To ensure all catering staff members adhere to the onsite signing in/out process * To ensure all catering staff members are fully trained in all aspects of their duties and records are kept and maintained. * To ensure all catering staff members are fully aware and comply with all internal and external regulations in relation to Health and Safety and Food Safety * To ensure all catering staff members adhere to the wearing and using of PPE * To complete regular “safety walks” and “safety observations” as directed by General Services Manager. * To raise any concerns immediately to onsite management where there is a potential H&S risk. * To conduct regular performance reviews with catering staff alongside General Services Manager. * To ensure full compliance in relation to the purchasing of all products / equipment necessary to deliver the catering service. * To ensure that all labour employed to deliver the service is maintained within the agreed budget. * To attend all relevant training courses as identified by your line manager * To ensure that all recruitment procedures and policies are adhered to |
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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. |
| * Ensure that Sodexo accountancy, documentation and administration procedures are delivered to the required contractual specifications * All staff are fully trained commensurate of their job role and up to date training records demonstrated. * All Health & Safety procedures are in place and up to date. * All labour and consumable budgets under control and maintained * Time management system is maintained to ensure all staff are paid correctly * Department is sufficiently resourced at all times in line with labour build. |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Experience in managing a large team with sound communication skills. * Intermediate Computer skills * Excellent knowledge and experience of Health and Safety and food safety legislation. * Experience in budget control * Experience in the delivery and implementing of training * Extensive knowledge of the catering industry * A desire and willingness to support the wider team around development, innovation and change. |

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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 | | * HR Service Delivery |  | | * Commercial Awareness |  | | * Employee Engagement |  | | * Learning & Development |  | |

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| 9. Management Approval – To be completed by document owner |
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