

Job Description:
Catering Team Leader

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| Function: | Operations, Quilter Account at Sodexo Corporate Services |
| Job:  | Catering Team Leader: Quilter Southern |
| Position:  | Catering Team Leader |
| Job holder: | TBC |
| Date (in job since): | TBC |
| Immediate manager (N+1 Job title and name): | Catering Supervisor |
| Additional reporting line to: | Workplace Manager/Deputy Workplace Manager |
| Position location: | Quilter Southampton, Quilter House & The Point |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To lead the catering FOH team operatives to deliver a specific standards of food quality, customer service and front of house standards in line with to client specification, Brand and KPI
* To be responsible for the safety and wellbeing of the FOH catering food service assistants and Baristas within the Catering FOH team
* Operate a profitable Portside Café and hospitality Service within budgetary parameters to the agreed specification and to the agreed performance, qualitative and financial targets.
* Maintain and update daily catering financial administration and bookwork, complete weekly stocks, financial statistics, wastage, daily sales, DRIVE and 12 Pay reconciliation
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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. |
| Characteristics  | * Work as a brand ambassador and a role model for all other members within the catering team.
* Demonstrate and encourage good customer services skills
* Contribution to gross profits and improvements to budget performance as determined by segment business objective
* The improvement and monitoring in health and safety, environment, risk, client satisfaction and quality.
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| **3. 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. |
| * Comply with all Sodexo company policies/procedures
* Comply with all legislative requirements
* Adhere to any local client site rules and regulations
* Role model safe behaviour
* Flexibility on work schedule and location maybe required
* To deliver a consistent level of service, within the Company's standards, to the contract specification and agreed performance, qualitative and financial targets.
* Assist in the deployment, mobilisation and maintenance of 12 Pay (mobile digital payment solution)
* Assist Supervision and Management with any other reasonable tasks
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| 4. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Lead the day-to-day operation of Portside Cafe, ensuring the standards of service are always delivered
* Increase profit through driving up sales, and minimising costs. Utilising DRIVE
* Work with Chef supervisor Assisting in DRIVE reporting, daily reconciliations, and full role out of the DRIVE System. Assist with menu cycle development and implementation.
* Support Supervision and Management in Sales reporting and financial catering information.
* Plan, execute and put in place Catering innovation to assist with site sales and customer service performance, Twelve and Dynamify.
* Take Ownership of the 12 Dynamify process initiation and perform daily administration to achieved desired sales and customer service results.
* Undertake all required training in relation to all aspects of the catering service and administration. Ensure training accommodates the standards set by client. Undertake specific training on the relevant catering offer.
* Deliver monthly refresher training to onsite FOH catering team
* Work with Catering Supervisor to control all costs such as labour, expenses, cash purchases etc
* Ensure tariff prices are correct, that all catering services are costed and charged according to the terms of the contract.
* Maintain Epos systems and Clarity live, ensure till templates are up to date and synchronised with DRIVE
* Maintain levels of stock and cash to the agreed establishment targets.
* Ensure that all requirements in relation to COSHH are adhered to, as specified by Sodexo governance
* Ensure that all equipment used, is in safe working order, checked regularly and serviced. Report any faults to management/client, ensure they are rectified and ensure equipment is not used until safe.
* To deliver and attend team briefings / client meetings/ Town Hall meetings, as required
* To complete all administration, as specified by Supervision and Management
* To undertake catering audits in relation to service delivery / offer compliance, as requested.
* Be responsible for site Allergen process. Ensure documentation is up to date and correct, 1/4ly audits completed.
* 'Walk the floor' during service periods to ensure that excellent levels of service are being delivered to the customers.
* Complete 'cashing up' and assist in the weekly close book process
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| 5. 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. |
| **Leadership and people*** The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will support their line manager to drive employee engagement and team performance. This will include effective communication and the application of Sodexo HR policies and procedures as directed by their line manager

**Risk, governance, and compliance*** The role holder will ensure that these processes are fully applied, complied with and adhered to within their assigned operational business area. Where applicable cash and stock company procedural compliance is a requirement.

**Relationship management client and team*** The role holder is responsible developing and maintaining good business relationships with clients and customers. The role holder must seek to resolve any concerns or complaints raised and escalate to their line manager as appropriate.

**Service excellence*** The role holder will be responsible for contributing to the drive of all aspects of service excellence across their operational business area including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards. The role holder will ensure that work is appropriately recognised.

**Continuous development*** The role holder should look for improvements and efficiencies at every opportunity to increase sales and/or reduce costs. These should be reviewed with their line manager to establish feasibility and create a plan of action.
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| 6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential:* Previous experience of working in catering environment
* Must be able to demonstrate effective verbal and written communication
* Able to work on own initiative within a team environment
* Able to demonstrate attention to detail and adherence to standards
* Knowledge/qualification in Health & Safety and Food Safety

Desirable:* Experience leading a team in a customer facing role
* Level 3 Supervising Food Safety
* IOSH

This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be always required to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business. |

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| 7. 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. |
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| 8. Management Approval – To be completed by document owner |
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