

Function:	Operations
Position:	Operations Manager
Job holder:	
Immediate manager (N+1 Job title and name):	Regional Operations Manager
Position location:	Varied

ORGANISATION STRUCTURE



1. Purpose of the Job

- To provide on-site support and training to Schools sites
- Ensure policy compliance on-site and escalate any issues or concerns to the Regional Operations Manager
- To support the Regional Operations Manager across the relevant geographical area

2. Job Responsibilities & Accountabilities

- Actively manage the performance of 15-20 school sites within geographical area
- Line manage site teams, providing support and guidance as required
- Hold regular team meetings to monitor performance, share company updates and encourage collaboration.
- Complete and submit the relevant daily reports, as required by Company, Site and Legal standards
- Forecast and manage staff levels to ensure adequate cover at all times; backfilling key roles/skill gaps personally, if no alternative option is available
- Complete invoicing/billing for schools in area of responsibility
- Develop and ensure a high focus on employee safety and positive client relations – ensuring that clients know you are on site and for what added value reasons.
- Act as the day-to-day contact for clients, establishing and maintaining strong relationships.
- To support Regional Operations Manager in client meetings and understand the financial performance and be able to present new budgets, meal price adjustments etc
- Consistently monitor, review and assess the standards and quality of food services on all sites in area
- Conduct site service evaluations, realising action plans and implementing change required to meet the consistent standards
- Effectively monitor and ensure good stock checking and control processes are in place.
- Continually looks for ways to improve and/or add value to the client contract – theme days/menus/SFU
- Be aligned with current food trends via social media, trade events to support offer development
- Manage basic HR processes such as recruitment, absence, conduct and capability issues, ensuring compliance with Company policies and processes.
- Identify training and development needs of all team members, providing solutions to fill skill gaps where

needed.

- Where required, support the recruitment and selection of new team members to ensure that the right optimum talent and experience is maintained.
- Monitor, review and assess all activity to ensure absolute compliance with Company and regulatory standards particularly relating to HSEQ, Food Safety, Allergens and Child Protection, taking action and/or escalating any identified issues.
- Provide knowledge and expertise to the Sales teams to assist bid tender processes and actively support the team via food presentations and highlighting case studies
- Provide on/off site mobilisation and contract retention support – physical and administrative (compliance file/documentation compilation, initial food and equipment orders
- Provide on-site gross margin training to minimise wastage and maximise profit
- To establish and maintain satisfactory relationships with individuals at all levels in the Company and Client sites and take any action as is necessary.
- 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. Skills

- Ability to cook to required site standards
- Financial awareness and proven experience in managing food and labour costs
- Professional written and verbal communication skills, with the ability to adapt style to either internal or external audience
- Ability to establish and maintain effective relationships
- Organised and efficient ways of working
- Identify and provide effective solutions to issues and challenges
- Ability to manage a team effectively
- Driven by a focus on quality and standards
- Basic reporting abilities
- Owns a full, valid UK driving licence

4. Other

- The list of duties is not exhaustive
- Position requires travel across a geographical area
- AiP/Sodexo and our Clients are committed to safeguarding and promoting the welfare of children. Certain roles will require applicants to undergo screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service (UK) and / or Disclosure Scotland (Scotland)