

Job Description:

Commercial Hospitality & Events Manager

Function:	INDEPENDENTS BY SODEXO
Position:	Commercial Hospitality & Events Manager
Job holder:	N/A
Date (in job since):	(TBC)
Immediate manager (N+1 Job title and name):	GSM – Contract Director
Additional reporting line to:	Account Manager
Position location:	Abingdon School

1. Purpose of the Job – State concisely the aim of the job.

The Commercial Hospitality & Events Manager is a senior leadership position with full accountability and strategic responsibility for the commercial performance, operational excellence and long-term development of all hospitality and events activity across Abingdon School.

The role is responsible for driving the transformation of hospitality from a predominantly operational function into a commercially focused revenue-generating business unit, delivering consistently high-quality premium hospitality experiences across internal events, fine and casual dining, sports hospitality and externally facing commercial activity.

A key aspect of the role is the development ownership and delivery of a sustainable commercial strategy, working in close partnership with the Commercial Director and Events & Courses Manager to ensure alignment with the School's wider strategic and financial objectives.

The role holds full accountability for delivering significant annual revenue growth (c. £300,000–£500,000) through proactive business development, commercial innovation, pricing strategy, operational optimization and continuous enhancement of the guest experience.

2. Main assignments – Indicate the main activities / duties to be conducted in the job.

Commercial Leadership & Strategic Development

- Provide senior leadership and accountability for the development and execution of the commercial hospitality strategy across all trading channels
- Act as a key strategic partner to the Commercial Director and Events & Courses Manager ensuring full alignment of hospitality with broader commercial priorities
- Take ownership of the commercial pipeline actively driving revenue generation through structured business development and strategic partnerships
- Lead on pricing strategy, yield management and margin optimization with full commercial oversight and accountability
- Analyze market trends, competitor activity and client insight to inform strategic direction and continuous improvement
- Champion a culture of commercial awareness initiative innovation and performance excellence across the hospitality function
- Provide senior operational accountability for licensed hospitality activity including full compliance with licensing law and premises license conditions ensuring all alcohol service is delivered responsibly legally and in line with safeguarding expectations

Operational Delivery & Service Excellence

- Provide full operational leadership oversight and accountability of all hospitality services across a 52-week trading environment
- Ensure consistent delivery of premium service standards aligned to high-end hospitality expectations and client requirements
- Work in close partnership with the Executive Chef to ensure alignment on menus, product development, cost control and service innovation
- Maintain robust operational controls including event planning systems, scheduling, financial reconciliation and service delivery assurance
- Ensure full accountability for compliance with all food safety, hygiene, licensing and statutory requirements including EHO and FSA standards and active participation in internal and external audits
- Provide senior oversight of allergen management systems ensuring full compliance with legislative requirements including Benedicts Law, Sodexo standards and client expectations
- Maintain close liaison with the Health Centre, internal stakeholders and event organizers to ensure clear communication and management of dietary requirements and risk awareness
- Hold responsibility for wine and beverage stock governance including stock control stock takes variance management ordering processes and financial reconciliation ensuring full commercial visibility and control

- Lead development and enhancement of the client wine and beverage offer including supplier engagement benchmarking regular tastings and product evaluation to support premium guest experience and commercial optimization

Systems, Data & Commercial Infrastructure

- Hold full ownership and accountability for hospitality systems and digital platforms ensuring optimal use to support commercial performance
- Drive continuous improvement in data quality, reporting accuracy and forecasting capability to support strategic decision-making
- Provide oversight of operational and commercial reporting frameworks ensuring transparency and performance visibility
- Identify and lead system and process enhancements to improve efficiency, service delivery and commercial insight

Team Leadership, Capability & Culture

- Provide strong leadership, direction and accountability for the hospitality team including two Hospitality Supervisors and wider operational and casual workforce
- Ensure clear structure, responsibility and performance expectations across core staff, supervisors and casual staffing resource
- Lead recruitment, onboarding, training, performance management and succession planning with a long-term capability focus
- Actively promote a positive inclusive and high-performing working environment supporting team engagement activities that enhance morale retention and service performance
- Foster a culture of initiative ownership and continuous improvement ensuring teams are empowered to deliver high standards consistently
- Ensure effective communication of client expectations service standards and operational priorities across all team levels
- Safeguarding, Safer Recruitment & Compliance (EXPANDED – SENIOR REQUIREMENT)
- Ensure full compliance with Safer Recruitment processes including enhanced DBS checks, overseas vetting where required and appropriate pre-employment screening
- Maintain responsibility for ensuring all safeguarding obligations are embedded into operational practice particularly in environments involving children and vulnerable individuals
- Ensure ongoing safeguarding training is completed and maintained in line with Sodexo and client requirements
- Act as a senior safeguarding aware leader ensuring any concerns are escalated appropriately and managed in line with policy and statutory guidance

Health & Safety

- Hold full accountability for health and safety compliance across all hospitality operations
- Ensure adherence to all statutory requirements and Sodexo policies embedding safe systems of work across all operational activity
- Promote and actively lead the implementation of Sodexo's Zero Harm culture and mindset across all teams
- Ensure application of Safety Walks and Three Safety Checks principles embedding proactive risk identification and mitigation into daily operations
- Maintain responsibility for ensuring all teams operate in line with safe working practices risk assessments and operational controls

Food Safety, Allergen Management & Legal Compliance

- Provide senior leadership and accountability for full compliance with all food safety legislation and internal standards
- Ensure compliance with EHO and FSA requirements including full participation in internal and external audit processes
- Maintain advanced oversight of allergen management systems and operational controls
- Ensure strict compliance with Benedicts Law and all associated legal requirements
- Maintain effective communication with the Health Centre, catering teams and stakeholders to ensure accurate management of dietary requirements and risks

Sodexo Governance, Behaviours & Standards

- Operate in full alignment with the Sodexo Managerial Behaviours Code demonstrating accountability leadership integrity collaboration and performance focus
- Act as a role model for Sodexo standards embedding consistency in leadership behaviour and operational delivery
- Actively promote Sodexo's Spirit of Service ensuring it is reflected in team culture, client engagement and guest experience

Client & Stakeholder Engagement

- Act as a senior client facing leader managing relationships across SLT, Governors, Commercial Director and external partners
- Take responsibility for managing client expectations and ensuring consistent communication of service standards and performance outcomes
- Lead structured service reviews, commercial meetings and stakeholder engagement sessions

- Build and maintain strong external relationships to drive repeat business and long-term commercial partnerships
- Ensure professional handling of service issues, escalation and recovery situations with accountability and ownership

Financial & Performance Management

- Hold full accountability for hospitality P&L performance including revenue, cost control and margin delivery
- Lead budgeting, forecasting and commercial planning processes aligned with strategic objectives
- Monitor and report on key performance indicators ensuring transparency and accountability at senior level
- Identify risks and opportunities providing clear data led recommendations to senior leadership

Brand, Guest Experience & Market Positioning

- Lead the development and continuous enhancement of a premium hospitality brand experience aligned to five-star service standards
- Own the end-to-end guest journey ensuring consistency from enquiry through to delivery and post-event review
- Position Abingdon hospitality as a leading externally competitive commercial hospitality provider
- Drive innovation in service delivery, guest experience and operational design to enhance market positioning and differentiation

3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Balancing internal school hospitality delivery with external commercial growth demands.
- Managing complex stakeholder expectations across school leadership, commercial partners and external clients.
- Delivering consistent premium standards across a high-volume multi-format hospitality environment.
- Driving behavioral and cultural change towards a more commercially focused hospitality operation.
- Ensuring compliance with all statutory obligations while maintaining innovation and service differentiation.

4. 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.

- Delivery of consistent, high-quality hospitality experiences aligned to premium service standards and brand expectations.
- Achievement of agreed commercial revenue growth and margin targets (£300k–£500k uplift potential).

- Strong stakeholder satisfaction, repeat business growth and enhanced external reputation.
- Full compliance with all regulatory, statutory and internal governance requirements.
- Development of a high-performing, commercially focused hospitality team capable of premium delivery.

5. 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.

- Leadership of a 52-week hospitality and commercial events operation spanning internal and external markets
- Direct line management accountability for two Hospitality Supervisors alongside oversight of wider operational and casual workforce
- Responsibility for core staffing structure supervisory leadership layer and flexible casual staffing pool supporting operational delivery demands
- Full accountability for hospitality P&L, pricing structure and margin performance
- Oversight of hospitality systems, reporting infrastructure and commercial event delivery platforms

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

Education & Experience

- Degree or equivalent experience in Hospitality, Events Management, Business, or related discipline.
- Significant senior experience in commercial hospitality, events, or premium service environments.
- Proven track record of driving revenue growth, managing P&L responsibility, and leading multi-disciplinary teams.
- Experience operating in client-facing, commercially driven, multi-stakeholder environments.
- Must hold or be willing to obtain a Personal License Holder qualification (Licensing Act 2003 compliance) with full understanding of licensing law relating to the sale and supply of alcohol
- Strong working knowledge of licensing legislation and associated responsibilities including responsible alcohol service, age verification processes and compliance with premises license conditions

Core Competencies

- Strong commercial acumen with experience in pricing strategy, forecasting and margin optimization.
- Strategic thinker with strong analytical and problem-solving capability.

- Excellent stakeholder management and negotiation skills at senior level.
- Strong leadership capability with ability to inspire, develop and performance-manage teams.
- High level of organization, resilience and ability to operate in a fast-paced environment.
- Strong understanding of systems, data and operational tools supporting commercial performance.
- Experience operating within licensed hospitality environments with accountability for safe, legal and compliant alcohol service delivery

Personal Attributes

- Commercially driven with a strong focus on growth and performance.
- Customer-centric with a commitment to premium guest experience.
- Innovative, forward-thinking and improvement-oriented.
- Confident, influential communicator capable of operating at senior level.
- Collaborative approach with strong partnership working ethos.

7. Organization chart – Indicate schematically the position of the job within the organization. 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.



Levels

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Received:

Date:

Date:

Job holder

Immediate Manager

