

Job Description: Assistant Manager

Function:	Defence & Government Services
Generic job:	Assistant Manager
Position:	Assistant Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Business Manager
Additional reporting line to:	
Position location:	Atlantic Quay, Glasgow

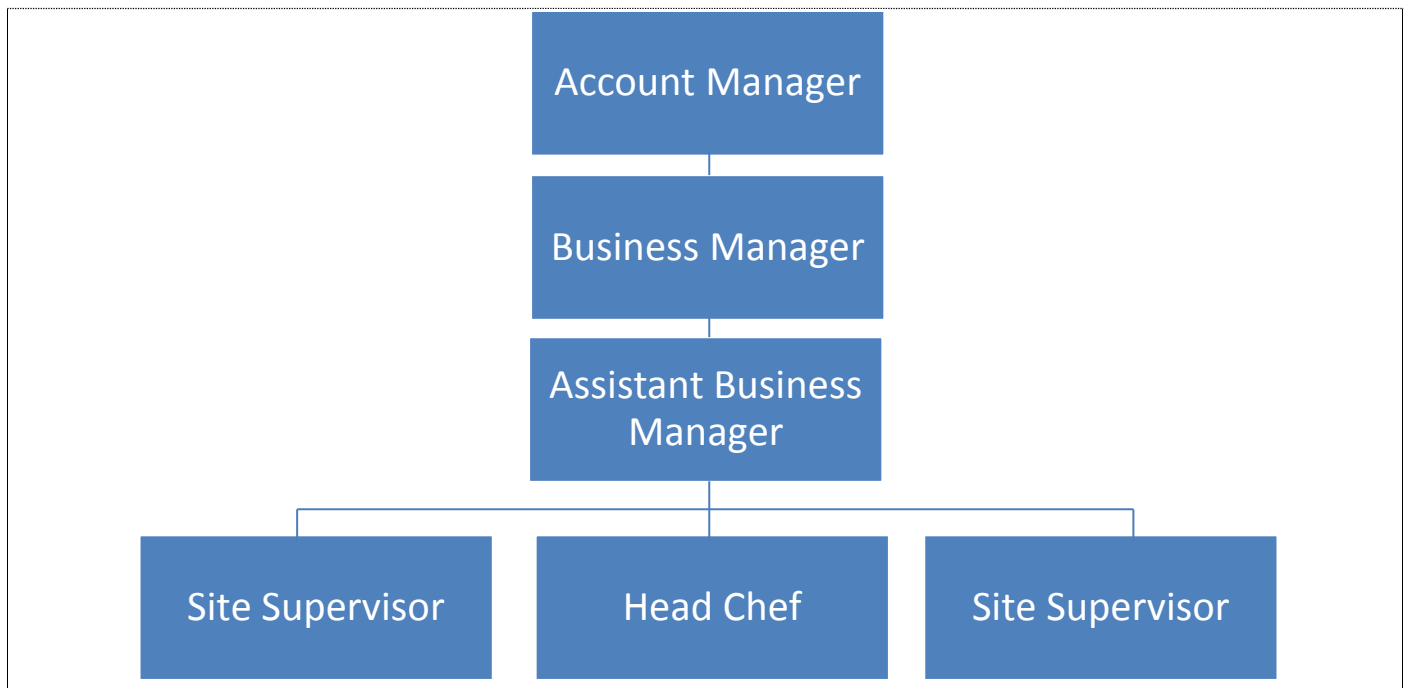
1. Purpose of the job

- To provide effective delivery of catering services to the client organisation across multiple sites
- Responsible for supporting the Business Manager to ensure the smooth running of the catering services to the benefit of customers and client ensure strict service level agreements are met.
- To support the Business Manager with all cash and stock procedures to ensure that they are managed and adhered to in line with Company Policies and procedures
- To cover for the Business Manager in their absence

2. Dimensions

N/A

3. Organisation chart



4. Context

- Comply with all Sodexo company policies/procedures
- Travel and overnight stay may be required to undertake training and other business requirements
- Comply with all legislative requirements
- Adhere to any local client site rules and regulations
- Role model safe behaviour
- Unsociable hours in line with business requirements maybe required
- Flexibility on work schedule and location may be required

5. Main assignments

- To continue to develop one's own skills and knowledge within the position, including any required training courses
- To maintain excellent client/customer relationships
- To attend team briefs, huddles and meetings as required
- To attend your performance development review to discuss job standards and agree development activities
- To maintain a clean and tidy work area at all times
- To act as duty manager 'on call' and holiday cover as directed by line manager
- To provide a first point of contact to our customers and deal politely, professionally and efficiently with any queries and complaints
- To ensure compliance to Health and Safety, Food Safety and COSHH regulations and company policy and procedures
- To provide support for any additional ad-hoc services provided as required, for example administrative or office support
- To maintain high levels of personal hygiene and wear the appropriate uniform and PPE as required
- To care for all available resources including equipment, materials and supplies as directed
- To report any near miss occurrences, accidents or faulty equipment to management

- To ensure effective communication with line manager, team, customer and client organisation
- To maintain all areas of responsibility to the set service standards and in line with applicable service offer
- To supervise the team fairly and drive engagement
- To be responsible for the handling and security of all stock, equipment and cash within the department
- To be responsible for stocking levels ensuring stock is ordered on time
- To support the Business Manager to develop the team and complete training as required and directed
- To support the Business Manager with regular team briefs and team huddles
- To support the Business Manager to maintain the learning and development programme as directed, checking for competency after training is complete i.e. in process checks
- To ensure auditing procedures are in place and that spot checks are carried out on stock and cash holdings
- To support the Business Manager to carry out a weekly stock check
- In the absence of the Business Manager liaise with the authority for building inspections, report defects / faults as laid by the authority and ensure that the account manager is made aware of any defects that may affect Health and Safety or service delivery
- Collect and accurately record all receipts
- To support the Business Manager to plan, cost and execute functions
- Support the Business Manager with quarterly checks of service equipment reporting deficiencies to the Business Manager
- To carry out any other reasonable tasks and/or instructions as directed by management

6. Accountabilities

- Achieve gross margin targets
- Pass all internal and external audits
- Achieve sales target
- Control waste in line with targets

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.

Financial management

- The role holder is required to contribute to the financial performance of their business area. This is achieved through effective control of all equipment and supplies as well as payroll.

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.

Operational management

- The role holder will be responsible for overseeing their assigned operational business area and managing compliance with legal, regulatory and company requirements including the defence quality management system (DQMS).

Service excellence

- The role holder will be responsible for driving 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.

7. Person specification

Essential:

- Previous experience of working in a catering operational role
- Must be able to demonstrate effective verbal and written communication
- Able to work on own initiative within a team environment
- Well organised with a strong ability to work to tight deadlines
- Excellent attention to detail
- Good interpersonal and communication skills with proven experience in dealing with a wide-range of individuals/teams at different levels, including an excellent telephone service
- Excellent team player but also able to work at own initiative
- Able to demonstrate working knowledge of MS Office (Word, Excel, Powerpoint and Outlook)

Desirable:

- Experience of working within kitchen environment
- Previous experience in a chef role
- Previous experience of effectively supervising a team
- Leadership skills and knowledge
- Knowledge/qualification in Health & Safety and Food Safety
- Analyse problems analytically, develop opportunities and implement innovative solutions

8. Competencies

▪ Growth, client and customer satisfaction, quality of services provided	▪ Industry acumen
▪ Rigorous management of results	▪ Analysis and decision making
▪ Leadership and people management	▪ Planning and organising
▪ Innovation and change	
▪ Brand notoriety	

9. Management approval

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Document owner	2MAH		