

Function:	Operations
Position:	Terrace Deputy Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Terrace General Manager (Fanzone Manager)
Additional reporting line to:	Catering Services Director
Position location:	American Express Stadium - BHAFC

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

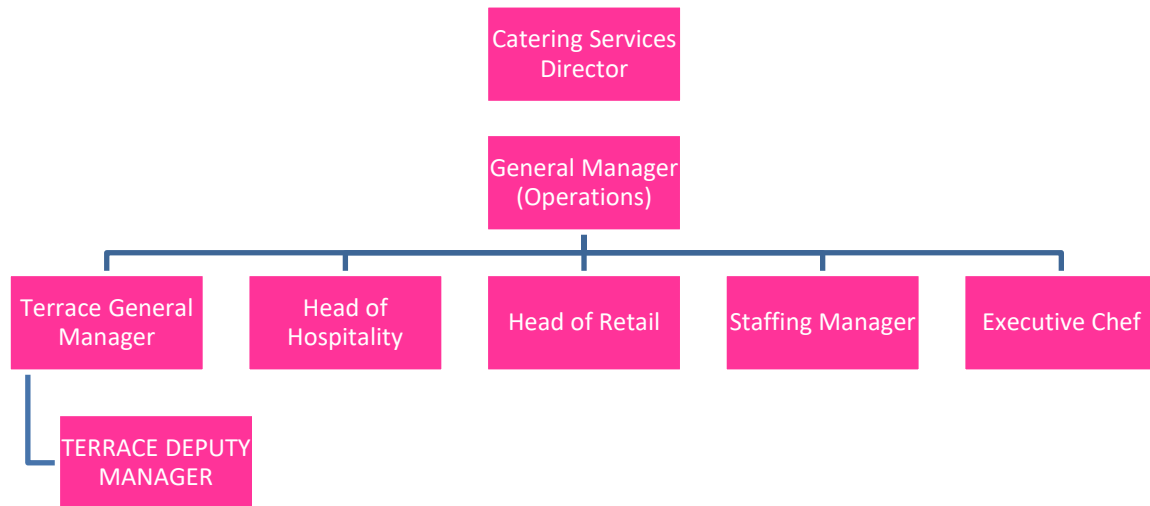
- To assist in the day-to-day operation of the 'The Terrace' American Express Stadium - BHAFC
- To work alongside other departments within the Sodexo BHAFC team
- To deliver tasks provided by the General Manager in a timely manner and to the agreed standard
- To effectively assist 'The Terrace' General Manager in planning and executing events
- Coordinate with suppliers and staff to ensure seamless events
- Assist in budget management for all matchday and non-match day events
- Ensure 'The Terrace' is maintained to high standards, including cleanliness and safety protocols.
- Manage stocks in line with company procedures
- Oversee food and beverage delivery to consistently high quality
- Continually give ideas and make improvements to the business in a timely manner to promote success
- Look after Match Day operations of The Terrace
- Promote well-being and a culture of inclusion throughout the business
- To work in line with Sodexo Live's company values

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.

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Job Description: Terrace Deputy Manager

3. 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.



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.

- Delivery of a consistent level of service, as per the contract specification
- Ensure the methods of food preparation, production, presentation, and service comply with Sodexo's standards.
- Delivery of GP / Food costs within budget
- Compliance to regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
- Client retention and satisfaction

• **5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- To ensure the prompt and efficient preparation and service of all services as laid down in the contractual service level agreement.
- To ensure that the company's administration procedures are carried out to the required standard.
- Ensure that all costs and expenditure are within the budgeted levels and in line with approved procurement vendors.
- Control all costs such as labour, expenses, cash purchases as per with the client/contract.
- Hold staff briefings with staff before each function / event.
- Maintain up to date training records and ensure all training is up to date.
- To establish and maintain relationships with individuals at all levels within the company and the client organisation.
- To implement and maintain the statutory and company standards of hygiene, health and safety and take any action as is necessary.
- Motivate and lead employees to perform their roles to a high standard and in alignment to Sodexo policies and procedures.
- Pro-active planning using the latest innovation whilst ensuring budgets are met monthly.
- Development of your team and ensuring that one to ones for personal development are held.

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.

- There is a positive team culture where all team members work together and support each business area as required.
- Develop long-term client relationships in line with the 'clients for life philosophy' to enhance the retention of current clients and customers, gain referrals for new business and attract new customers.
- Service Standards across site are either in line with or above our client's expectations and reviewed on an ongoing basis.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- Ability to achieve and set standards and to work to budget
- Good interpersonal skills and ability to communicate effectively with customers, clients and staff
- Excellent time management and organisational skills
- Ability to work well under pressure
- Previous experience of managing a team of minimum 10 people

Desirable

- Industry acumen and knowledge of catering developments & innovations
- Previous Venue Management experience
- Knowledge of Sodexo IT Systems (or equivalent on line systems)

8. Management Approval – To be completed by document owner

Version	1	Date	
Document Owner			

9. Employee Approval – To be completed by employee

Employee Name		Date	
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