

Job Description: Catering Project Manager BEBCMAT



Function:	Operations
Job:	
Position:	Catering Project Manager
Job holder:	
Date (in job since):	1 st September 2025
Immediate manager (N+1 Job title and name):	Senior Account Manager
Additional reporting line to:	
Position location:	St Mary's Secondary School and Christ The King Primary School

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

Working to a clearly defined plan to coordinate to oversee the operations at site to the levels laid out in the Service Level Agreement and within the Schedules of the Contractual Terms and Conditions agreed with our clients:

This is a functional management role which requires the job holder to fulfil key tasks and achieve minimum standards of performance through communication with and the persuasion of onsite teams, direct line management and central support functions

To focus specifically on:

- **Client Relationships**
- **Communication at all levels**
- **Customer Journey – Food Quality and Service**
- **Compliance**
- **Commercials**
- **Innovation**

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.

Financial	Turnover	Other	Responsible for 10 Staff	Key relationships include Operations, Sales, Finance, HR, Marketing and Purchasing
	£500,000			

3. 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.

Senior Account Manager

Catering Project Manager

Unit Catering Manager

Operations Team

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.

- 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 required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

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

- To control and monitor the financial performance of the unit and maintain costs within pre budgeted targets
- To oversee the prompt and efficient preparation and service of all meals and breakfast at the required time being provided to the standard laid down in the Service Level Agreement and to the Clients, Pupils and Sodexo's satisfaction
- To ensure that the Company's accountancy, documentation, and administration procedures are carried out to the laid down standard and that the necessary weekly returns are completed accurately and sent to the appointed office on time
- To understand and maintain the standards and integrity of the service offer and Service Level Agreement at all times including any agreed amendments
- To establish and maintain the Statutory and Company Standards in respect of HSEQ take action and record as required
- To implement and maintain all Statutory and Company policies and procedures, communicate these to all staff and ensure full compliance
- To ensure that all food is prepared with appropriate care and attention, particularly in regard to pupils' special dietary requirements and Allergens
- Assist in preparation of Annual Budget and with Monthly Financial Reviews of information
- Assist in preparation of Monthly Accounts including calculation of client charges and invoicing
- Monitor daily and weekly financial performance around
 - Cost of goods/ordering in line with menu specification
 - Cost of labour and staffing levels
 - Cost of expenses including disposables
- Provide any Client Hospitality to the required specification and tariff

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.

- Contract Retention
- Achievement of agreed Key Performance Indicators
- Achievement of Financial Targets in line with the Annual Budgeting process
- Statutory Compliance
- Company Compliance

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

- Experienced Business Manager who has operated previously in a multi-disciplined environment
- Direct Management experience of a large single unit site – strong Leadership
- Strong level of literacy and numeracy
- Strong levels of Resilience
- Highly effective communication and interpersonal skills
- Clear and effective Leadership style
- Ability to analyse problems, develop opportunities, implement solution
- Strong ability to increase effectiveness through leadership, motivation, communication, coaching, development and training of Teams
- Excellent time management and organizational skills
- Computer literate and able to navigate Company systems and procedures
- Able to demonstrate a positive attitude to self-development
- High level of self-motivation and ability to act on own initiative
- Strong ability to build professional partnerships and communicate at all levels particularly at senior client level
- Ability to set and maintain high standards achievable through striving for continuous improvement
- Ability to work as part of a team and support the wider business
- Flexible approach to the role

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

- Organisational Skills
- People Management - Leadership
- Client Relationship Skills
- Strong Financial Skills
- Excellent Computer Skills
- Resilience
- Experience of working across both client and Sodexo Teams
- Strong inter-personal skills – ability to work with colleagues and clients of all levels

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

<input type="checkbox"/> Growth, Client & Customer Satisfaction / Quality of Services provided	<input type="checkbox"/> Leadership & People Management
<input type="checkbox"/> Rigorous management of results	<input type="checkbox"/> Innovation and Change
<input type="checkbox"/> Brand Notoriety	<input type="checkbox"/> Business Consulting
<input type="checkbox"/> Commercial Awareness	<input type="checkbox"/> HR Service Delivery
<input type="checkbox"/> Employee Engagement	
<input type="checkbox"/> Learning & Development	

9. Management Approval – To be completed by document owner

Version	V1	Date	July 2025
Document Owner	Jonathan Keitch		