



Job Description: Sodexo Live!

Function:	Sodexo Live!
Position:	Hospitality Manager
Job holder:	N/A
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	Head of Operations
Additional reporting line to:	N/A
Position location:	Headingley Stadium

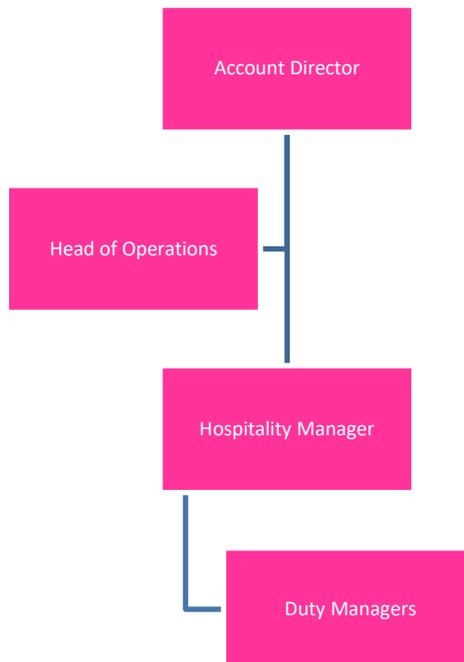
1. Purpose of the Job – State concisely the aim of the job.

- Manage day to day site specific conference & banqueting to the agreed standard as laid down in the SLA and contract.
- Delegating and communicating responsibilities effectively to team members making sure delivery is consistent and of high quality and offers a professional service to customers.
- Build strong relationships with HOD's to ensure operations run smoothly.
- As figurehead of the business, promote the venue to its maximum potential building relationships with clients, customers and employees alike.
- To deliver a food and drinks service to an exceptionally high standard.
- To manage a complete guest welcome for all visitors and ensuring a focus on customer journey.
- Deliver on the job training to ensure the team have the correct skills and knowledge to perform their duties.
- Take accountability for stock levels, wastage and operating costs.
- To control costs through effectively managing rota and operating with agreed labour %.
- Ensure that all additional charges at events are tracked and charged.

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.

- C&E business
- 1,000+ match day hospitality covers

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.

- Lead and manage a team of staff on match/event days.
- Cost effectively manage all departmental stock levels, product and labour.
- Work closely with the sales and marketing teams to ensure all events are setup correctly as per client specifications.
- To comply with all Sodexo policies and procedures.
- Ensure that costs and expenditure are controlled in line with budget, utilising nominated suppliers and maximising labour productivity in line with the company's labour productivity models, policies and procedures – ensuring that forecasts and actuals are entered and remedial action taken as appropriate.
- All operational audits are passed by the unit – Safeguard Audit and Unit Business Health Check
- The casual labour spend is tightly managed, working closely with the Finance Manager and Staffing Manager.
- There is a proactive attitude to continuous improvement with regular meetings with Head of Operations to do debriefs to review service styles and product offers as well as customer feedback, ensuring progression.
- Processes are developed and followed to ensure all departments have the necessary information both pre and post-match/event.
- Continually seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards.
- Develop and maintain excellent product knowledge and use it to deliver the benefits of the product to the customer.
- To handle all administrative tasks in an efficient and timely manner and all information is stored clearly in folders for all to access.
- To keep abreast of venue and company activities that impact the customer.
- To deliver the clients visions for Headingley Stadium.

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

- To be flexible in your approach to working in all areas of the operations department, and wider operations department.
- Setting up function suites as per function sheets in the most efficient and productive way setting as far ahead as is practical.
- To ensure that you are entirely customer focused and ensure that excellent customer service is delivered at all times.
- Liaise with the sales team on a daily basis to be fully aware of the specifics of individual functions, such as arrival times, refreshment breaks, food service times, bar closing times.
- To be responsible for the day to day running of the events operation and ensure that standards are maintained.
- To be aware constantly of amendments to events, accommodating changes as necessary and informing the sales team of these for billing.
- To wear full and correct uniform at all times when on shift, including any Personal Protective Equipment which you have been issued with and ensure all staff comply with this.
- To ensure the preparation of all function areas, the quality of service and standards of hygiene within the catering facility conforms to company standards.
- To make use of quiet periods during the day to ensure the necessary preparation is done for the following day and up-coming events
- To ensure that all Food & Beverage service standards and procedures are adhered to at all times, with all products served in accordance with company standards.
- To have a thorough knowledge of dishes served within the meetings and events facility and be able to give feedback or information to customers who have questions.
- Pay particular attention to allergens and becoming an allergen ambassador and champion.
- Ability to work front of house within meetings and events encompassing both front of house and back of house roles including but not limited to setting rooms, laying up, polishing and serving both food and beverages.
- Ensuring all crockery, cutlery and glass is polished.
- Clearing store rooms, function rooms of all equipment once the room is completed.
- Ensuring the safe and secure storage of equipment and stock.
- Ensuring the safe and secure storage of tables, chairs and equipment/AV
- Ensure that deliveries are collected in a timely manner and re-distributed to the relevant place.
- To ensure all corridors and exits are kept clear of equipment, or equipment/AV is stored in accordance with previous stipulated guidelines.
- To complete all tasks in line with the guidelines set out in the Safe Systems of Work and Risk Assessments.
- To be aware of all fire and evacuation procedures and strictly adhered to these in the event of the fire alarms being activated.
- Ensuring at all times the security of company stock, property and premises.
- To ensure maintenance and cleaning schedules, for all departmental areas and ensure that all tasks have been properly completed to the required standard.
- To follow all safe working practices where applicable.
- To report any broken equipment, such as tables and chairs, removing it from circulation and either disposing of it or moving it to await repair.
- To ensure that all work is carried out in safe, professional and non-hazardous manner, in accordance with company Risk Assessments and Safe Systems of Work and to report any defects to equipment or unsafe practices to your line manager.
- Promoting Sodexo and Emerald Headingley Stadium in a positive manner to the public at all times.
- Ensure accidents and illnesses are reported promptly and in the correct manner.
- To attend all meetings and training sessions when required.
- To consistently show a proactive and flexible approach to all areas of your work and work to the best of your ability at all times.
- To complete any reasonable request whilst being adaptable to changes.
- Comply with all company social media policies.
- To ensure all breaks are taken at the correct times in line with company policy.
- Comply fully with COSHH regulations.
- Make sure all orders are placed in a timely manner, along with uniform and linen laundering.



- To supervise as required, including matchdays, special events, meetings and events and banqueting functions.
- To assist with training of casual staff as required.
- Work with the Staffing Manager to ensure levels of casual staff are in line with budget and stick to KPI's set out by the Account Manager
- Ensure all purchase orders are raised and approved in advance of any purchase.
- Create clear objectives for the team, providing motivation, encouragement and training to deliver service excellence at all times.

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.

- To work front of house, providing the highest possible level of customer service and ensuring good customer relations prevail at all times.
- To manage C&B, match days, special events, meetings and events and banqueting functions.
- To ensure the quality of food and beverage served is of the highest possible standard.
- To Ensure that all required cutlery, crockery and glassware is polished.
- Ensure the preparation of all Function areas to the quality of service and standards of hygiene within the Catering facility conforms to the criteria set out in the SOP manual.
- Laying up function suites as per function sheet in the most efficient and productive way possible, setting as far ahead as is practical.
- Labour management.

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

- Experience of working within a large operation with high volume meetings and events and match day operations
- Experienced people manager who can lead teams to deliver outstanding customer service.
- Excellent interpersonal skill, with proven ability to lead and motivate a team.
- IT literate and confident with embracing technology
- Excellent communication skills.

8. Management Approval – To be completed by document owner

Version	1	Date	11.09.24
Document Owner			

9. Employee Approval – To be completed by employee



Employee Name		Date
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