

Job Description:

Function:	Operational
Position:	General Services Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Group Manager LVS, Jim Gavin
Additional reporting line to:	
Position location:	LVS Oxford

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

- To act as the primary representative of Sodexo on site by the effective management of resources, promoting an ethos of teamwork, instilling a culture of continuous improvement and delivery of qualitative and quantitative results
- To effectively manage the Sodexo catering and LVS housekeeping teams and ensure that exemplary services are provided at the School against key performance indicators
- Foster long term profitable relationships with the School to maintain existing business and identify new business opportunities by delivering operational excellence
- To ensure the financial aspects of catering and housekeeping are managed professionally and within budgetary guidelines
- Provide direction and expertise to the operating teams by promoting Sodexo strategies and best business practices in order to uphold the Company and schools' mission and values

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

Catering Operations

- Continually monitor all food standards, to ensure that they are to the required client and Sodexo service level agreements
- Ensure completion of food hygiene and health and safety paperwork, and they are maintained to the required legal and company standards to achieve audits
- To ensure compliance with allergen paperwork.
- To implement regular and effective promotions and theme days.
- Monitor financial performance (e.g. supply chain, sales, labour, expenses, internal issues) to ensure that the pre-set budget figures are maintained and, when variances do occur, to provide written explanation of these costs, and to implement action plans for correction.
- Ensure all events are delivered successfully.

Housekeeping Operations

- Check and review rotas with the housekeeping supervisor
- Mentor and manage housekeeping supervisor
- Ensure health and safety compliance within the housekeeping department using Sodexo tools for best practice within the workplace
- Ensure housekeeping team completes all relevant training and compliance checks
- Liaise with LVS HR team for management of housekeeping staff

People

- Select, recruit and induct the right team in line with safer recruitment guidelines.
- Develop your people and ensure succession planning.
- Measure the performance of your people by giving feedback and reviewing and completing the EPA process
- Communicate regularly – face to face team briefing. Adopt the 'focus on five' principles.

Client

- Ensure the staff deliver the operation to the service level agreement
- Attend meetings and assist with producing monthly and termly formal review reports for the client.
- Assist the Group manager with the implementation of the Clients for Life processes.

Finance

- Complete the unit budgets and forecasts
- Complete weekly and monthly accounting input to ensure records are up to date
- Ensure cash, stock, debt and assets are correctly controlled

Business Improvement

- Always seek out new and innovative ways of doing things
- Be proactive in overcoming barriers to success.
- Provide feedback on how we can improve our performance.
- Networking – keep apprised of best practise within the industry by maintaining contact with professional bodies in other market sectors.

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.

- To deliver a consistent standard of catering operations across LVS Oxford to reflect the status as one of the UK's best independent schools
- Managing and motivating the team in an inclusive working environment through clear direction, effective communication and high staff engagement strategies
- Ability to work and adapt in a fast-moving complex operation – high volume student catering, retail operation and numerous events delivered on a regular basis
- Planning and organising for excellent outcomes – quality, resources, operational ease, financially sound
- Foster productive client relationships which affirm the value of Sodexo

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.

- To coordinate and direct all activities within the school covering catering and housekeeping
- Manage and control the services to the agreed specification and to the agreed performance, qualitative and financial targets
- Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
- Recruit, induct and develop employees within the business portfolio in line with the Safer recruitment policy and procedure and to manage poor performance in line with Sodexo's disciplinary and performance capability policy

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.

- Revenue FY26 -
- Contract retention
- Management of Sodexo catering staff – low labour turnover, zero agency requirement
- Management of client housekeeping staff

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

Essential Criteria

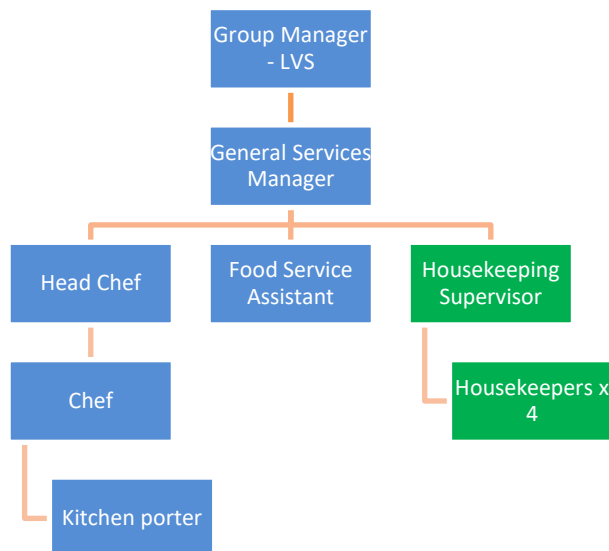
- Strong level of literacy, numeracy and computer literacy
- Experienced business manager who has operated in multiple departments
- Highly effective communication and interpersonal skills
- Clear and effective leadership style
- Ability to analyse problems analytically, develop opportunities and implement innovative solutions and approaches
- Strong ability to increase individual effectiveness through leadership, motivation, communication, coaching and training
- Excellent time management and organisational skills
- Computer literate
- Able to demonstrate positive attitude to self-development; willingness to learn in role and identify own training needs as appropriate
- High level of self-motivation
- Strong ability to build professional partnerships and communicate at all levels, particularly at senior client levels
- Ability to set high standards, achievable through striving for continuous improvement
- Ability to act on own initiative and also to work effectively as part of a team
- Flexible approach to role
- Able to successfully implement changes

Desirable Criteria

- Contract catering experience

- Relevant higher-level qualification in functional specialties (i.e. catering, facilities management)
- Experience of managing a diverse team

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.



Sodexo is committed to safeguarding and promoting the welfare of children and young persons within the environments in which it provides services, and applicants, employees and casual workers must be willing to undergo child protection screening applicable to the post, including checks with past employers, overseas agencies where required, and the Disclosure and Barring Service.

It is the staff member's responsibility to promote and safeguard the welfare of children and young persons for whom they are responsible, or with whom they come into contact. They will adhere to and, ensure compliance with Sodexo's Child Protection (Safeguarding) Policy at all times.

If in the course of carrying out the duties of the role, the employee or casual worker becomes aware of any actual or potential risk to the safety or welfare of children or young persons in the establishment within which they are working, they must report these concerns to their line manager, Account Manager, HR Department or Designated Safeguarding Officer immediately

Received:

Date:

Date:

Job holder

J Gavin – Group Manager, LVS
Immediate Manager

