

# Job Description: Front of House Manager

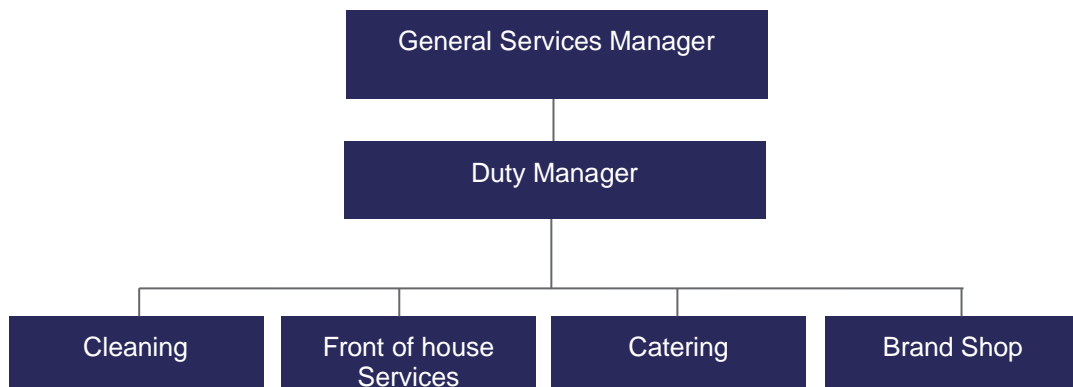


Function:	Corporate Services
Position:	<b>Duty Manager</b>
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	General Services Manager
Additional reporting line to:	N/A
Position location:	Diageo, Edinburgh Park, Edinburgh

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

- To effectively manage the Sodexo front of house team and to ensure that exemplary facilities services are provided across the Edinburgh Park site.
- To deliver operational excellence across all Sodexo services, including cleaning, reception, security, meeting room services and staff shop.
- To motivate and lead the team to achieve high performance at all times delivering five star service.
- To manage and control the services to the agreed specification and to the agreed performance, qualitative and financial targets.
- To provide direction and expertise to the operating area by promoting Sodexo strategies and best business practices.
- To deliver services in line with the business ethos, delivering innovative solutions to the client's expectations.
- To work as part of a team ensuring high standards of service, customer satisfaction and contract retention. To comply with Sodexo procedures, Health and safety and all legislative requirements.
- Maximise customer satisfaction and help maintain a good working relationship with the site client representatives and customers.
- To effectively manage and develop, undertake appropriate training and staff development.
- Check with each team leaders daily that all work is being carried out satisfactorily and in accordance with work schedules and to the standards required.
- To be responsible for ordering materials, managing invoices, effective stock control mechanisms and collection of income in accordance with agreed policy.
- To ensure all current legislative requirements are met and appropriate systems are in place.
- To ensure service standards and deliver as customer focussed service as per agreed KPI. To also be responsible for determining and delivering remedial action where the satisfaction level has not achieved target.
- To recruit appropriate staff as required and ensure that contracts offered and deployment of staff meets operational needs. The post holder also ensures that all staff receives an appropriate induction and is responsible for all elements of their training including coaching.
- To ensure that cleaning and hygiene standards are, written understood by team members and implemented at all times.
- To ensure that proper care is exercised in handling, operating, safeguarding and maintaining equipment and appliances under the control of the cleaning services and maintain inventory records.
- To ensure all necessary steps are taken to ensure the security of accommodation, equipment, stock and monies within area of authority.
- To undertake other duties commensurate with the scope of this role.

## 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.



**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.

- Client expectations for this prestigious site
- High communication level to maintain with key site representatives
- Large volume of business, diverse activities
- Management of a large team, development plan for colleagues to further integrate
- Challenging the status-quo, looking at new opportunities to enhance service delivery and improve internal/external client satisfaction

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

- Managing all changes to the contract specification 'output' as directed by the Senior Management Team
- Constant site monitoring, ensuring the service is running efficiently, on budget and as per contract.
- To be responsible for all aspects of Health and Safety and the Environment on work activities to ensure actions comply in accordance with statutory and contractual requirements. Completion to the standards of; Risk Assessments, COSHH Assessments, Vehicle Audit/Inspection and other H&S compliance and safety expected activities.
- To comply at all times with the Company's Quality Assurance and Health and Safety Procedures and to ensure that all work is undertaken in accordance with the Industry's best practices.
- Maintain and grow the customer experience through high level events management building on the existing customer feedback.
- Essential knowledge of Hospitality/Event Management delivering 5-star service
- Undertake any other duties that may be required for the effective operation of the catering, cleaning services. Attend training sessions and meetings as required.

**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.

- Key Stakeholder Management
- Customer service excellence / Five Star Delivery
- Employee engagement
- Financial Growth

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

- It is essential that you have a pro-active attitude and can be flexible in relation to duties and working hours. The job also requires someone who can demonstrate that they have strong organisational and planning skills and have the ability to priorities and manage their time effectively
- The candidate must be able to work effectively without close supervision and must possess strong relationship management skills..
- The ability to communicate clearly is seen as essential
- Demonstrable success in developing and delivery stock control mechanisms
- Experience of designing and delivering to targets to achieve quality standards, customer satisfaction and profit margins
- Experience of delivering financial targets
- Experience of customer service and in particular customer experience/ relationship management
- IT & systems literate, use of IT systems to provide/monitor data within the Quality Assurance and other management reporting systems

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

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

**9. Management Approval** – To be completed by document owner

Version	1	Date	20/07/22
Document Owner			