

Job Description: Food Services Manager



Function:	Catering Services
Job:	Manager
Position:	Food Services Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Food Service Operations Manager
Additional reporting line to:	Head of Soft Services
Position location:	Wythenshawe Hospital

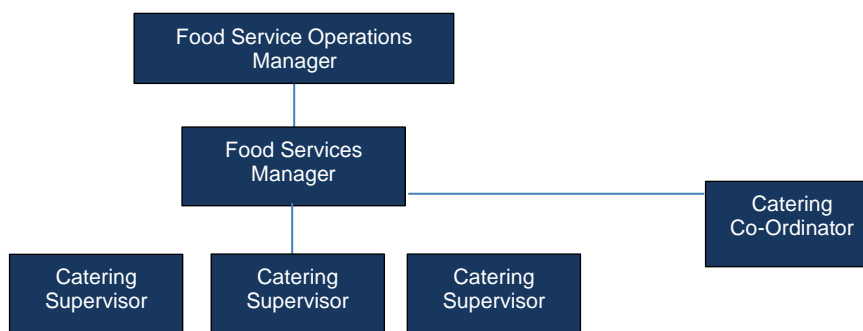
1. Purpose of the Job – State concisely the aim of the job.

- Managing the delivery of the Patient Dining Catering Services production area including leading and managing a large team to achieve budgetary and performance targets.
- To support the Food Service Operation Manager in ensuring a program of continuous service development is at the heart of all catering services.
- To deliver the services at all times in line with of the monitoring processes, contractual service specifications and performance standards.
- To build relationships with the Trust Estates and Facilities Team so as to develop a mutual respect on service delivery and quality matters.

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.

Revenue FY23/24:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Income growth:	tbc						

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.

- No financial penalties within area of responsibility.
- Strict control of cost relating to each budget area.
- Stringent control of the cost per patient day (CPPD) and all those associated costs.
- Completion of assigned actions from site strategic action plan.
- “Green audit” for all Safeguard audits under area of responsibility.
- Achieve and maintain 5 star EHO accreditation.
- Achieve all labour KPI’s including premium rate overtime (PRO) and the proactive management of absence.

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

- Drive curriculum and job-related training to ensure delivery and record completion is as required and to all the relevant team members.
- KRONOS payroll procedure to be managed in line with site exceptions targets, ensuring the accurate and timely payment of all staff. Where all payroll queries and errors are corrected within 1 week
- Maintain staffing levels in line with budget and service requirement - thinking agile and lean resourcing, liaising with Agency providers as and where necessary.
- Establish good working relationships with service users - attend meetings and complete any remediation where necessary.
- Responsible for compliance checks as required – including electrical and equipment checks.
- Manage staff in line with the appropriate policies in relation to issues including conduct, performance, absence, grievance, fair treatment, pay progression, leave and all other HR policies.
- Deliver all targets in line with financial and day to day business needs.
- Ensure health and safety standards are understood and delivered across the whole Catering Services production area. This must include any agency staff and all employees from their first date working on site.
- Contribute to all discussions regarding sharing ideas and best practice to improve site performance.
- Ensure effective two-way communication to all levels of staff within area. This will include ensuring that team briefings take place and that Company and Trust objectives and values are communicated within the wider team.
- Liaise closely with third party contractors to ensure that a quality and value for money service is provided. Contract compliance and being accountable for delivering services to the contract and service specification in an efficient manner.
- Accountability for escalating potential risks identified as appropriate to the Food Service Operations Manager. These risks may be operational, related to knowledge and people, financial, compliance or risks to the Company reputation.
- Manage own continued professional development identifying any areas for own development.
- Ensure full compliance of all DRIVE menu planning and allergen management systems onsite for both Retail and Patient Dining food services.

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.

- Results focused; gets on with the job and likes to work to demanding goals and targets.
- Excellent client relationship skills, with experience of successfully managing teams.
- A confident and adept communicator, with the ability to operate effectively at all levels.

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

- Strong operational background in Catering services inclusive of Health & Safety, Food Safety ideally with experience in healthcare
- Proven experience of managing a diverse workforce within a service environment.
- Proven experience of managing to budget requirements within a catering service.
- Experience of working within a unionised environment
- Experienced in training and development of staff
- Good knowledge of standard IT applications.
- Flexibility in working schedule/roster

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	V1	Date	17.10.2023
Document Owner			