

Job Description: Lounge Manager



Function:	Sodexo Sports & Leisure - Aviation Operations
Job:	Lounge Manager
Position:	General Manager, Emirates Stansted Lounge
Job holder:	Vacant
Date (in job since):	
Immediate manager (N+1 Job title and name):	Account Manager
Additional reporting line to:	
Position location:	London Stansted Airport

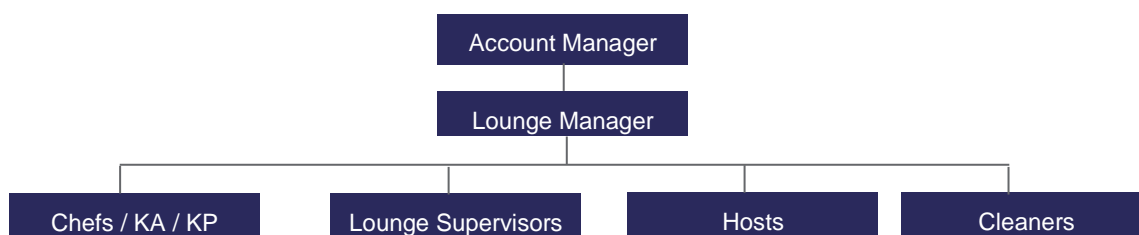
1. Purpose of the Job – State concisely the aim of the job.

- To act as the primary representative for Sodexo within the Emirates Lounge at Stansted Airport to ensure the team deliver both qualitative and quantitative results.
- Provide direction and expertise to the operating area by promoting Sodexo Strategies and best business practices in order to uphold the company mission and values.
- Motivate and lead a high performing lounge services team to the agreed standards ensuring that the client receives services of the highest quality'.
- Clearly understand the culture and business in order to deliver and further develop operational delivery.
- To ensure that business deadlines and targets are hit.
- Proactively manage and co-ordinate all activities within the Emirates lounges.

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 FY17:	£tbc	EBIT growth:	tbc			
		EBIT margin:	tbc			
		Net income growth:	tbc			
		Cash conversion:	tbc			
Characteristics						

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.

- Manage the team to ensure all departments meet Financial, Quality and Performance Targets
- 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.
- Service Standards across site are either in line with or above our client's expectations and reviewed on an on-going basis
- Must maintain personal effectiveness in all situations

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

- There is a positive team culture where all team members work together and support each business area as required.
- A positive working relationship with the client is evident.
- There is a proactive attitude to continuous improvement with regular meetings to review service styles and menu offers as well as customer feedback, ensuring that the whole team is engaged in this process
- Processes are developed and followed to ensure all departments have the necessary information both pre and post event.
- There is open, two way communication between all departments
- To be visible to the client and have an active presence across varied shifts throughout the 7 day week, and in line with contracted hours.
- Information regarding accounts under your control is readily available with on-going actions plans in place that are constantly under review.
- All operational audits are passed by the unit – Safeguard Audit and Unit Business Health Check
- All cost centres under your control or the control of your team are managed appropriately,

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.

- Proactively manage and co-ordinate all activities within the Emirates lounge, Manage the team to ensure all departments meet Financial, Quality and Performance Targets
- Be accountable for services end to end
- 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.
- Attend a monthly financial review with the account manager and Account Director
- Continually seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards and ensure that standards across the site are in accordance with the Service Level Agreement in place with the onsite Client.
- Develop a motivated, respectful, trusted and stable team by giving them clear direction, sharing information and employee involvement
- Ensure the Unit has a Training Plan and that all Statutory and bespoke training is scheduled, carried out and recorded, liaising with other departments as necessary.
- Liaise with other departments to ensure that the Unit payroll is administered correctly for establishment staff and casual workers in accordance with their terms and conditions
- Undertake Duty management and Operational shifts as required to support the business.
- Manage any complaints in a pro-active manner and implement actions plans to rectify where necessary.
- Ensure the Unit complies with all Company & Client policies, site rules and statutory regulations. Ensure that there is two-way communication with Safeguard and that any incidents or accidents are managed appropriately and effectively in conjunction with Safeguard.
- Facilitate a high support, high challenge performance management culture that motivates an engaged workforce.

- Work with the segment HSEQ Manager to create and maintain a risk register for all appointed lounges of responsibility
- Review on a monthly basis all applicable live pass applications and all leavers to ensure the pass process is meeting the guidelines of MAG and Sodexo.
- Support other Lounges within London Heathrow and UK Aviation on an adhoc basis

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

- Excellent client relationship management
- Operational knowledge, skills and experience in a Hospitality, Restaurant, Multi site operations
- Management of Profit and Loss Accounts and acting on their results
- Management of a team, proven leadership skills
- Excellent communication skills both upwards and downwards, internally and externally
- Resilience to manage multiple tasks and prioritise importance
- Self-motivated and have an eye for detail

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	
▪ Commercial Awareness	
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version		Date 02/12/2024	
Document Owner			