JoB description

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| Position Title | Hospitality Supervisor | Department | Hospitality |
| Generic Job Title | Assistant Manager | Segment | Sodexo Independents |
| Team Band |  | Location | Kings College Taunton |
| Reports to | Deputy Manager | Office / Unit name | Kings College |

Job Purpose

* To coordinate and deliver Hospitality and Event on a day to day basis
* To ensure service standards are met at all times
* To liaise with wider hospitality team and kitchen to ensure all agreed services offered are delivered
* To deliver impeccable service and be a role model to all employees by leading by example
* To achieve all agreed departmental objectives, manage employee expectations and standards and forge an excellent professional relationship with our client
* To manage the day-to-day operational marketing activity and hospitality events and to complete all business paperwork in line with company policies and procedures.
* To act as liaison between Sodexo, clients and customers
* To manage and develop the business to ensure customer care and satisfaction meets the required standards.

#### Accountabilities or “what you have to do”

* Meet and greet hosts and guests and manage all operational aspects of the Conference & Banqueting function
* Support the management of labour to achieve productivity, completing rotas according to forecasted business, including preparing shift planners to ensure all tasks and jobs are allocated
* Continually seek ways to enhance quality through innovation by monitoring performance against existing standards and ensure that standards across the site are maintained.
* Support management of the operation of the department to ensure that all business is set up in a timely manner and to the required standard. On operational days ensure that close down is done correctly, so stock can be tracked and invoices raised appropriately.
* Support the development of productive long-term client relationships to achieve client retention target by managing any complaints or issues in a pro-active manner and put action plans in place to rectify. Seek and identify opportunities for business growth within the contract.
* Liaise with all Heads of Department and support other areas of the business as appropriate.
* Ensure the Unit complies with all Company & Client policies, site rules and statutory regulations.
* Manage the Health & Safety requirements for the site, looking at safe working practices, risk assessments, hygiene, accidents at work, cleanliness, fire and COSHH requirements, including awareness of any specific hazards in the workplace. Ensure that any incidents or accidents are managed appropriately and effectively in conjunction with Safeguarding standards.
* Ensure that all equipment used is in safe working order, checked and reported if faulty to the Deputy Manager. Ensure they are rectified, and equipment is not used until safe
* Ensure that all company’s and client’s property, equipment under your control are always safe and secure and hygiene and cleanliness standards are at agreed levels
* Induct, train and motivate employees to ensure good staff relations and exceptional service culture
* Complete annual PDR for all contracted employees. PDR’s must include SMART objectives and Personal Development Plans, agreed and reviewed regularly
* Support the Deputy Manager with team meetings at a minimum of 4 times a year
* Attend any course or meeting as directed by the Deputy Manager

**Key Performance Indicators (KPIs)** **or “What it will look like when you are doing the job well”**

* Service Standards across site are either in line with or above our client’s expectations and internal standards and targets.
* Costs are controlled and cross departmental / venues efficiencies are developed in terms of labour and variables.
* There is proactive communication between all departments about operational requirements including events, functions and V.I.P visits and on costs such as Labour, Linen, Disposables, and Light Equipment.
* On operational days, all areas are set to the required standard and staffed appropriately
* Customer and client feedback is reviewed both during and post the event to identify re-curing themes or look for ways to make a positive change.
* There is a proactive attitude to continuous improvement with regular meeting to review service styles and menus
* There is a good working relationship and clear communication between the Planning and Operational departments.
* The contracted and casual labour pool is managed in line with the Labour Productivity Project and is flexed dependant on the needs of the business on a weekly basis.
* PDR’s, in line with Sodexo time lines, commencement, half yearly and full year

#### Dimensions

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| ***Financial*** | Develop a positive team culture of productivity and performance of business without compromising service |
| ***Other*** | Smoking not permitted anywhere on site  Mobile phones must be switched off whilst on duty.  You will have access to and witness confidential information, you must NOT divulge to an unauthorised person |
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#### Skills, Knowledge and Experience

Essential

* Operational knowledge, skills and experience across both Conference and Banqueting and Restaurants with proven results in service improvement
* Management and control of costs and acting on discrepancies
* Management of a team with proven positive outcomes
* Good standard of literacy
* Computer Literacy
* Good interpersonal skills and ability to communicate effectively with customers, clients, and staff
* Good planning and organisational skills
* Ability to achieve and set standards and operate to performance criteria
* Positive approach to learning in role and identifying own training needs as appropriate
* Self-motivated
* Sense of own initiative
* Ability to work effectively as part of a team
* Flexible approach to role
* Track record of success in a similar role
* Proven experience of compliance in line with the audit process
* Experience in leading company initiatives
* Experience of working within a compliance environment
* Previous experience of leading a successful team
* Proven track record of business development

Desirable

* Strong knowledge of Sodexo’s business.
* Resilience to manage multiple tasks and prioritise importance
* Relevant training and qualifications
* Experience of working within same business sector

#### Contextual or other information

* This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals.
* The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business

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