

# Job Description:

## Gateway and Inflight Manager

Function:	Government & Agencies
Generic job:	Mess Manager
Position:	Deputy Gateway and Inflight Manager
Job holder:	
Date (in job since):	Gateway and Inflight Manager
Immediate manager (N+1 Job title and name):	General Manager
Additional reporting line to:	
Position location:	RAF Brize Norton

### 1. Purpose of the job

To assist the Gateway and Inflight Manager:

- To plan, organise and manage delivery of all services within Gateway House and inflight services to the benefit of all members, residents and passengers
- To ensure standards of service are achieved, maintained and developed for assigned operational business area
- To contribute to the growth of all services in order to meet client and commercial expectations whilst maintaining strict budgetary control within operational business area in line with client and Sodexo expectations
- To manage all aspects of performance of an assigned group of direct reports

### 2. Dimensions

- Contribution to gross continuous improvement in operational delivery.
- Revenue growth and delivery of year on year performance in your business area
- Build cohesive teams and manage team performance
- Operational excellence in labour management and performance
- Employee engagement
- Continued professional development in industry sector

### 3. Organisation chart



#### 4. Context and main issues

- Comply with all legislative requirements
- Adhere to any local client site rules and regulations
- Complete all tasks in line with company policies and procedures
- Travel and overnight stay may be required to undertake training and other business requirements
- Unsociable hours in line with business requirements
- Flexibility on work schedule and location maybe required
- Collaboration with all other site department managers to ensure the effective management of the site overall
- Effective collaborative working with Sodexo external partners, DIO employees and MoD consumers and personnel, including CCM where appropriate who work on site
- Ensure all practices are in line with Sodexo policies and procedures and those set out within Health and Safety and Food safety guidelines/legislation and civil aviation procedures
- To act as a site Subject Matter Expert (SME) where appropriate to support other department managers and departments, offering guidance and support where required

#### 5. Main assignments

##### **In relation to operational management the role holder will:**

- Support the Manager in all aspects of day-to-day operational delivery
- Ensure the assigned units are fully staffed at all times
- Ensure that standards of public safety and security of the building are adhered to
- Be responsible for driving all aspects of service excellence across their operational business area including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards
- Assist in the creation and delivery of key targets within an annual business plan, and be responsible for achieving all appropriate actions
- Resolve daily operational issues within their assigned area
- Act as duty manager 'on call' and holiday/weekend cover as directed by line manager
- Deputise for the manager as and when required

##### **In relation to health and safety the role holder will:**

- Ensure robust health and safety procedures are implemented, reviewed and reported on a regular basis
- Role model safe behaviour and carry out regular safety walks in line with company requirements
- Continually monitor all H&S and FS standards in all service operations and ensure they are maintained at the required level

- Follow all health and safety and food safety processes as determined in SEMS and in line with current legislation

**In relation to financial management the role holder will:**

- Assist the manager with all aspects of weekly and monthly financial processes
- Contribute to the monthly financial review process for the assigned operational units
- Be accountable for all cash and stock procedural compliance within the assigned operational business area
- Provide manager with information to support written explanation of costs and implement action plans for correction when variances occur

**In relation to client/customer relationships the role holder will:**

- Communicate with all Squadrons reference Transops, and the input of requests for catering and C Class requirements
- Build, develop and maintain excellent client/customer relationships
- Maintain excellent client relationships and communicate with the day to day client at every opportunity
- Respond positively to customer needs, expectations and comments
- Understand the importance the client places on partnering principles and endeavour to establish a dynamic and positive culture for co-operative business relationships and improvements to service

**In relation to leadership and people the role holder will assist the Manager to:**

- Role model the managerial behaviours
- Provide leadership and clear direction on all aspects of the assigned operational business area, ensuring assigned colleagues deliver on business objectives
- Compile rosters to maximise labour efficiencies whilst meeting department and airfield requirements
- Prepare contingency plans for short notice delayed passengers
- Lead by example and champion effective communication
- Promote and support activities aligned towards employee engagement
- Be accountable for the recruitment, induction, performance, absence management and development of assigned colleagues
- Manage the performance of their colleagues and support other department managers to achieve this, in line with Sodexo HR policy and procedures

## 6. Accountabilities

- Ensuring units are fully staffed
- Deputising for the manager as required
- Continuous improvement in service delivery
- Managing absence effectively
- Contribute to passing all internal and external audits
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## 7. Person Specification

**Essential:**

- Knowledge of working in a supervisor or deputy management role within the soft FM service industry
- Personnel supervision or line management experience
- Attention to detail
- Ability to recognise opportunities for improvement
- Organised and able to adhere to company processes

- Health & safety and food safety standards
- Ability to work on own initiative within a team environment
- Working knowledge of MS Office (Word, Excel and Outlook)

Desirable:

- Experience of working within military environment
- Previous experience in a similar role
- Health and Safety qualification equivalent to IOSH managing safely
- Food Safety qualification equivalent to level 3
- Soft FM specific technical skills including contract catering, hospitality, retail and cleaning knowledge and skills

## 8. Competencies

▪ Staff supervision or management	▪ Brand notoriety
▪ Following process	▪ Innovation and change
▪ Leadership skills	▪ Planning and organising
▪	▪

## 9. Management approval

Version	2	Date	04 January 2023
Document Owner	Amanda Raddon		

## 10. Sign off

Job holder name:		Line manager name:	
Job holder signature:		Line manager signature:	
Date:		Date:	