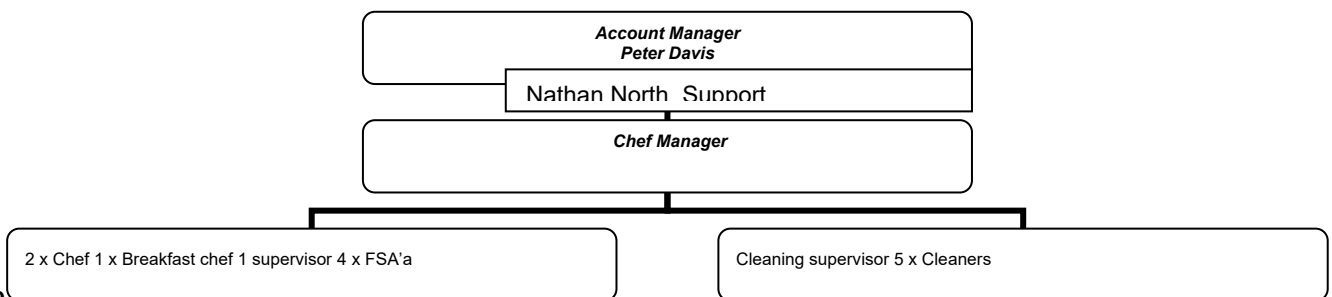


Position Title	Business Manager
Generic Job Title	Business Manager
Team Band	Banded
Reports to	Account Manager

Department	Catering & Cleaning
Segment	Key Markets
Location	Leek
Office / Unit name	Ornua

Organisation structure

Job



Purpose

To ensure the efficient and effective delivery of designated services to the client organization against the agreed service level, for both qualitative and financial targets.

Accountabilities or "What you have to do"

Catering

- To work within the kitchen environment working with the team 4 – 5 hours a day in the kitchen improving food quality, food safety compliance and the customer journey driving sales and food margins.
- To ensure that all food services are produced to the agreed client & Company standard through the catering team.
- To actively enforce relevant statutory, company and site H&S and FS compliance together with the monitoring of related equipment and to drive the client food audits (GMP Audits) to a 95% score for every audit.
- To motivate and lead catering employees to perform their roles to a high standard and in alignment to Sodexo policies and procedures
- To actively seek and identify opportunities for business growth within the contract and external market
- To drive the margin through adhering to the recipes on Drive & effectively managing hospitality requests
- To drive sales through keeping the food offer innovative & up to date and of a high quality with tmed and special events targeting increased footfall and customer satisfaction
- Ensure the "service" at point of delivery in all of your business is exceeding the standards required and the customer is receiving the best quality service at all times of the day and that the contract is meeting the client objectives in relation to finance and operational KPI's and GMP audit requirements
- Understand the services that Sodexo offers, and the end-to-end process of Sodexo's operating systems/procedures involved in delivering the services to our clients.
- Look for and implement opportunities to drive Sodexo revenue and labour productivity in your units.
- Coach your team on areas that need improvement, including personal development.
- Plan and check that marketing initiatives are implemented.
- "Walk the floor" during service periods to ensure that excellent levels of service are being delivered to the customers.
- Comply with all Company & Client policies, site rules and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place

and training of staff.

- Ensure that all equipment used, is in safe working order, checked regularly and serviced. Report any faults to management/client, ensure they are rectified and ensure equipment is not used until safe.
- Ensure that all equipment, monies and the overall establishment, is safe and secure at all times.
- Ensure the standards across the site are in accordance with the Service Level Agreements and Key Performance Indicators specified in the service contract
- Ensure the prompt provision and efficient service of all meals and catering requirements at the specified time to the standards laid down in the KPI's.
- To take adequate steps to ensure the security of Company and Client property and monies under your control.
- Compile and agree an annual business plan with your line manager, and to be responsible for achieving all actions
- Initiate a process of continuous improvement by undertaking company promotions and extraordinary merchandising initiatives to ensure the profitable growth of the contract.
- Attend to and take all necessary action, statutory or otherwise, in the event of incidents or accident, fire, theft, loss, damage, unfit food, or other irregularities and take such action as may be appropriate.
- Comply with all Sodexo Company policies/procedures and client site rules and regulations.
- Complete company documentation and Administration as and when required.
- Act when there are failures in compliance or initiatives and investigate the reasons behind these and address to build and develop performance
- Promote & Maintain a zero harm culture.

Cleaning

- To ensure that all required training in relation to all aspects of the cleaning service is delivered and up to date
- Ensure that all recruitment procedures and policies are in place
- To ensure full compliance in relation to the purchasing of all products/ equipment necessary to deliver the cleaning services
- To ensure all labour employed to deliver the service is maintained within the agreed budget
- To ensure all cleaning operation is delivered in accordance with the client specification
- To ensure that all operational aspects of the contractual agreement are adhered to as specified by the GSM
- To ensure that all legislation and procedures in relation to H&S are adhered to
- To prepare client reports, as specified by GSM
- To carry out a weekly/monthly audit at both sites
- To attend team/ client meetings as required
- To collate information in relation to pay roll as required
- To ensure that all procedures for security, safety, Health and fire precautions are adhered to in accordance with the H&S policies
- To carry out a weekly H&S talk with supervisors at each site and ensure that this information is cascaded to the team
- To monitor and report on all staff sickness and absence and carry out return to work interviews with all staff
- To Manager the ordering & distribution of cleaning consumables
- To ensure full compliance with Sodexo disciplinary procedures
- To perform other such duties as may be reasonably requested by the GSM
- Manage & develop systems for ensuring we get the best out of Sodexo systems
- To provide strong leadership to the team
- To hold monthly team huddles
- Share information with you team that will improve performance on site
- To provide statistical information for management use
- Hold monthly meeting with your direct reports in order to manager performance
- Ensuring standards are maintained
- Control labour in line with budget performance
- Manager staff for sickness and holiday cover
- Undertake specific training that is needed to do the job
- All employee personnel files are maintained and up to date
- All staff attend the relevant PDR meeting
- All purchases completed via nominated suppliers
- Ensure full compliance with Sodexo PDR procedure
- To attend any relevant training courses as identified by your line manager
- Maintaining good customer feedback
- Labour budget well maintained

People

- Develop your people and ensure succession planning.
- Set targets & objectives with your team on a regular basis and review these in line with the Performance Development Review process
- Coach & mentor your team
- Training needs to be recognised and planned for.
- Develop and drive high performance through the teams by promoting good morale and make the site a good place to work.
- To be able to cover staff where required and be "hands on"

Client

- Ensure your Team deliver your operation to the service standards agreed in the contract with your client.
- Attend Catering forum reviews with the client business.
- Regularly talk to client and customers for feedback.

Finance

- Ensure that all company initiatives, retail, marketing, service offers are implemented to the highest standard wherever possible within your business.
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Business Improvement

- Conduct service reviews and identify areas for improvement, ensuring action plans are developed and issued as required to the Account Manager.
- Ensure that all company initiatives, retail, marketing, service offers are implemented to the highest standard wherever possible within your business.

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

- Delivery of a consistent level of service within the company's standards to the contract specification and agreed performance, Qualitative & financial targets. Performance to Sodexo and client budget detailing variances
- Compliance to company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
- Client retention and satisfaction
- Required Unit audit scores are achieved including Green Safeguard/internal audits/5* scores on the doors
- People Management-Staff turnover decreased, employees are engaged
- Sales & margin increased

Dimensions

Financial	35% gross margin for the overall contract. Maximum of 5% adverse variance in budgeted reporting
Staff	Minimum 70% employee engagement
Other	Positive client relationship

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