

**government & agencies**

Job Description:
FOH Supervisor

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| Function: | Government & Agencies |
| Generic Job:  | Supervisor |
| Position:  | FOH Supervisor  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Catering Manager |
| Additional reporting line to: |  |
| Position location: | Worthy Down |
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| 1. Purpose of the job |
| * To supervise all services within the Mess operational business area
* To support the manager to ensure standards of service detailed in the service level agreement, KPIs and within the schedules of the contractual terms and conditions are achieved, maintained and developed for assigned operational business area
* To supervise all aspects of performance of an assigned group of direct reports
* To maintain the dining, delivery service, meeting MOD and company requirements to the highest standards, both for daily requirements and functions and delivering functions to the required sites in a timely manner
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| 2. Dimensions |
| N/A |  |

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| 3. Organisation chart  |
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| **4. Context**  |
| * Comply with all Sodexo company policies/procedures
* Comply with all legislative requirements including Liquor licensing laws
* Adhere to any local client site rules and regulations
* Role model safe behaviour
* Unsociable hours in line with business requirements maybe required
* Flexibility on work schedule and location maybe required
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| 5. Main assignments  |
| * To continue to develop one’s own skills and knowledge within the position, including any required training courses
* To maintain excellent client/customer relationships
* To attend team briefs, huddles and meetings as required
* To attend your performance development review to discuss job standards and agree development activities
* To maintain a clean and tidy work area at all times
* To maintain high levels of personal hygiene and wear the appropriate uniform and PPE as required
* To care for all available resources including equipment, materials and supplies as directed
* To report any near miss occurrences, accidents or faulty equipment to management
* To ensure effective communication with line manager, team, customer and client organisation
* To maintain all areas of responsibility to the set service standards and in line with applicable service offer
* To supervise the team fairly and drive engagement
* To be responsible for the handling and security of all cash, stock and equipment within the department
* Maintain the cleanliness of the dining room and associated areas including the delivery transport by completing all tasks allocated on the cleaning schedule
* To assist with refreshment services and functions within other units when required
* To assist in function preparation
* To ensure the correct use, storage, and control of machinery, equipment, cleaning materials and chemicals, ensuring that safe systems of work are followed at all times
* Immediate reporting of any defects to your line manager
* Ensure that regular processes to include changing barrels, pipe cleaning, stocking up, etc. are carried out effectively
* Follow order monitoring procedures in place to ensure replacement orders are made promptly
* To check in deliveries in line with procedures and notify line manager of any discrepancies/problems identified immediately
* To prepare and serve drinks behind the bar Including carrying out cellar duties
* To supervise the catering delivery in the Mess including food preparation, cooking and presentation, storage and disposal of food and monitoring practices to ensure that company and legislative requirements are met
* ADD ANY SITE SPECIF REQUIREMENTS
* To carry out any other reasonable tasks and/or instructions as directed by management
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| 6. Accountabilities  |
| * Pass all internal and external audits
* Control waste in line with targets

**Leadership and people*** The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will support their line manager to drive employee engagement and team performance. This will include effective communication and the application of Sodexo HR policies and procedures as directed by their line manager

**Risk, governance and compliance*** The role holder will ensure that these processes are fully applied, complied with and adhered to within their assigned operational business area. Where applicable cash and stock company procedural compliance is a requirement.

**Financial management*** The role holder is required to contribute to the financial performance of their business area. This is achieved through effective control of all equipment and supplies as well as payroll.

**Relationship management client and team*** The role holder is responsible developing and maintaining good business relationships with clients and customers. The role holder must seek to resolve any concerns or complaints raised and escalate to their line manager as appropriate.

**Operational management*** The role holder will be responsible for overseeing their assigned operational business area and managing compliance with legal, regulatory and company requirements including the quality management system (QMS).

 **Service excellence*** The role holder will 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. The role holder will ensure that work is appropriately recognised.

**Continuous development*** The role holder should look for improvements and efficiencies at every opportunity to increase sales and/or reduce costs. These should be reviewed with their line manager to establish feasibility and create a plan of action.
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| 7. Person specification  |
| Essential:* Previous experience of working in catering/mess operational role
* Must be able to demonstrate effective verbal and written communication
* Able to work on own initiative within a team environment
* Able to demonstrate attention to detail and adherence to standards
* Clean Driving Licence

Desirable:* Experience of working within military environment
* Previous experience of effectively supervising a team
* Leadership skills and knowledge
* Knowledge/qualification in Health & Safety and Food Safety
* Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
* Analyse problems analytically, develop opportunities and implement innovative solutions
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| N/A – this section is for management job descriptions only |

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| 9. Management Approval – To be completed by document owner |
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| Version | 1 | Date | July 2017 |
| Document Owner | AH |

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| 10. Sign off |
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| Job holder name: |  | Line manager name: |  |
| Job holder signature: |  | Line manager signature: |  |
| Date: |  | Date: |  |

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