

Job Description: Assistant Manager



Function:	Healthcare Seniors
Job:	Managers Assistant
Position:	Support Services Assistant Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Susan MacDonald
Additional reporting line to:	Donna Atkinson
Position location:	Ferryfield House, Pilton Drive, EH5 2HF

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

- To assist the Hotel Services Manager in the daily running of the above unit, ensuring compliance with contractual specification and service levels
- To assist with administrating payroll via Kronos month end procedures and maintenance of personnel records
- Assume responsibilities in the absence of the Manager.

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.

EBIT growth:	Growth type: n/a	Outsourcing rate:	n/a	Region Workforce	tbc
EBIT margin:		Outsourcing growth rate:	n/a	HR in Region	tbc
Net income growth:					
Cash conversion:					

Characteristics ▪ Add point

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.

- Comply with any reasonable instruction from the line manager within the agreed deadline.
- Monitor that the standards across the operation are in accordance with the Service Level Agreement.
- Assist the Manager in the preparation and completion of menu planning ordering and stock control.
- “Walk the floor” during service periods to ensure that excellent levels service are being delivered.

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

Assist the Manager as necessary to achieve the following:

- Ensure that all costs and expenditure are within the budgeted levels agreed between the client and Sodexo.
- Control all costs, such as labour, expenses, cash purchases as agreed with the line manager.
- Plan and control shift patterns, rotas, hour's holidays and sickness cover.
- Comply with all Company and client policies relating to Health and safety, Food safety, Safe working practices, hygiene, cleanliness, fire, COSHH, HACCP .
- Hazard awareness in the workplace , to ensure all equipment is safe and in working order to report faults to the line manager.
- Staff training. /Team huddles/ Absence monitoring.
- Complete all internal daily/weekly/monthly checks in accordance with client policies.
- In the absence of the manager attend the daily client meeting.
- Prepare reports and attend user meetings.
- To assume the role of building Manager to cover holidays.
- Assist with recruitment, training and management of staff, including personal development, reward and recognition, appraisals, health & safety, and communication of shared goals.
- Assist the manager in administering the payroll for establishment staff via UDC and maintain personnel records to comply with statutory regulations and Company policy.
- Assume responsibility for the establishment in the absence of the manager.
- Supervise the staff in their tasks and assist to organise their hours and rota's.
- Assist as required in the preparation, production and presentation of all meals and services to Sodexo's standards and procedures.

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.

- Develop staff to engage in safety matters to reduce accident rate to zero levels
- Monitor Team Spirit/Service Spirit/Spirit of Progress, working together to go the extra mile listening to our customers and pulling together to achieve our goals.
- Direct work of supervisors to ensure all services are accountable.

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

- A good knowledge and experience of a similar function, good communication skills, good work ethics working within a time scale, and progressive thinking. Relevant craft skills and qualifications – Food Safety Level 3, IOSHH or similar.

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

<ul style="list-style-type: none">■ Growth, Client & Customer Satisfaction / Quality of Services provided	<ul style="list-style-type: none">■ Leadership & People Management
<ul style="list-style-type: none">■ Rigorous management of results	<ul style="list-style-type: none">■ Innovation and Change
<ul style="list-style-type: none">■ Brand Notoriety	
<ul style="list-style-type: none">■ Employee Engagement	
<ul style="list-style-type: none">■ Learning & Development	

9. Management Approval – To be completed by document owner

Version		Date	30/05/25
Document Owner	Donna Atkinson		