

# Job Description

Function:	Operational
Position:	Market Hall Manager
Job holder:	N/A
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	Head of Concessions
Additional reporting line to:	N/A
Position location:	Fulham FC

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

- Overall management of the Market Hall on every day and matchday mode
- Ensure all food and beverage units are set up according to the SOP, open and ready on time and delivered operationally
- Work with the culinary team in developing new and innovative food concepts, food ordering levels, menu designs through SOPs and training to the point of delivery
- Ensure all food and drinks are served to the agree specifications, both self-delivered and 3<sup>rd</sup> party delivery
- Liaising with traders and dealing with operational concerns
- Ensuring stock levels are suitable for events with relevant POS
- Effective shift management of the on-site team including a team of supervisors
- Working closely with contractors including cleaning, security, and maintenance
- Training and Staffing Management – organising staff rota's, briefing, and ensuring all training is relevant and completed by staff members
- Work with Sodexo Live! Supply chains to bring the best in class to Fulham FC
- Liaison with local authorities and councils to maintain a strong neighboring relationship
- Work closely with the Venue Partners Head of Creative Programming to ensure all Market Hall activations are agreed, and F&B “specials” are signed off, and any F&B activations are managed by Sodexo Live!
- Monitoring and managing health and safety systems in line with Sodexo Live! 3 Steps to safety and near miss reporting
- Manage and support all vendors with Food safety in line with Sodexo Live! policies

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

- Deliver exceptional customer experience across our everyday mode business and match day catering operations
- Successfully managing all aspects of operational excellence and contract delivery
- Building and proactively maintaining external relationships with senior clients to exceed client expectations
- Successfully launch new innovative food concepts when required
- Ensuring all operations are profitable
- Successful management of all KPI Information relevant to Sodexo Live! And Fulham FC including tracking of results, report production and supplying sufficient evidence
- Relationships are delivered with key stakeholders to allow development both operationally and functionally to enable growth and development with confidence in the role
- To deliver Food and Beverage training plan and ensure staff understand and complete onsite training
- To maintain uniform standards with the Market Hall ensuring they are always adhered to

## 3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Comply with the Sodexo Food Safety and Health & Safety policies and processes
- Ensure all Food Safety and Health & Safety policies and processes are adhered to among direct reports
- Comply with the Stadium and Logistics site regulations

## 4. 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.

- Ensuring all staff and contractors comply with: Health and Safety, Food Hygiene, Fire regulations, licensing law and sales of good
- Report to Head of Concessions on progress regularly and as required
- Record relevant customer comments and ensure that any issues are resolved positively
- Successful food and beverage operation is on trend and best in class

## 5. 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.

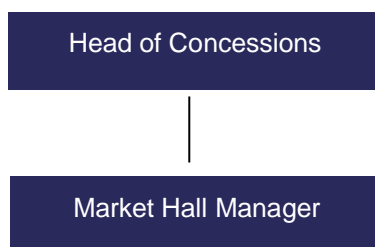
Revenue:	EBIT growth:	Tbc	Growth type: n/a	Outsourcing rate:	n/a	Region Workforce	tbc
	EBIT margin:	Tbc					
	Net income growth:	Tbc		Outsourcing growth rate:	n/a	HR in Region	tbc
	Cash conversion:	Tbc					
Characteristics ▪ n/a							

## 6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

- Experience within contract catering, within a multi-site managerial role
- A proven track record of successfully building and maintaining client relations
- Ability to manage, inspire and motivate a large and diverse team
- Previous experience with P&L management, problem solving and creative thinking
- Positive and flexible attitude, willing to be hands on when required

- Personal License holder

**7. Organization chart** – Indicate schematically the position of the job within the organization. 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.



#### Levels

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Received:

Date:

Date:

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Job holder

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Immediate Manager