

Job Description: Business Manager Catering



Function:	Corporate Services
Job:	Business Catering Manager
Position:	Business Catering Manager
Job holder:	
Date (in job since):	
Additional reporting line to:	
Position location:	

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

- We currently have an opportunity for a Business Catering Manager to lead the catering team within a well-established contract
- As the Business Catering Manager, you will ensure standards of service detailed in the service level agreement, KPI's and within the schedules of the contractual terms.
- This position will suit an innovative manager, who is passionate about food quality and high standards of front of house services.
- This is an excellent opportunity to develop your management career in a growing business.

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.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

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.

Account Manager
–Service Excellence Manager
Business Manager

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.

- Manage, train and develop a highly skilled team of staff ensuring high standards at all times
- Ensure all staff training is up to date across all sites.
- Responsibility to ensure all sites are compliant and audit ready e.g. Finance, H&S, Food Safety, HR, SMS.
- Comply with all Sodexo policies and procedures.
- Adhere to client site rules and regulations.
- Recruitment; ownership and compliance including RTW (right to work).
- Keep updated and comply with Northern Ireland legislation.

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

- To ensure that all required training in relation to all aspects of services are delivered to the highest standard in line with SLA's and KPI's
- To ensure that the services are delivered in accordance with the client specification and Sodexo SOP's
- To ensure effective communications with management team, site managers, supervisors and front-line staff
- To maintain and improve standards across all contracts
- To ensure site audits are completed in line with contract and business requirements
- Ensure that all operations fully comply with Sodexo and client
- Indirect influence on FM /Food Solution Centre activities and Centre of Excellence colleagues
- Effectively manage day to day concerns which may arise

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.

- Client satisfaction/service excellence key performance indicators are met. All KPI's are delivered in line with service level agreements
- Ensure client sites deliver against preset budgets, through effective review of financial performance, action planning, labour management, food margins and cost control.
- Behavioural safety is a key part of the sites culture
- Colleague engagement levels increase year on year in accordance with agreed targets.

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

Essential

- Experience working in a similar role within the service industry at a comparable level
- Strong communication and influencing skills across all levels of Sodexo and client organisation. Must be able to demonstrate effective verbal and written communication, in a professional manner.
- Leadership and motivational skills, experience managing and engaging teams to success
- Strong knowledge in management and compliance control across the Catering industry
- Management knowledge of health & safety and food safety
- Able to work on own initiative and within a team environment
- Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook), Power BI
- Able to demonstrate attention to detail and adherence to standards
- Analyse problems analytically, develop opportunities and implement innovative solutions
- Continuously keep their professional and educational development up to date.

- **Have one of the following qualifications or equivalent:**
- Hospitality qualification or similar.
- IOSH qualification or equivalent
- Proven experience of managing client relationships
- Proven track record of leading, managing and developing a team
- Train the trainer
- IFM Accreditation

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

▪ Relationship Management	▪ Communication and interpersonal skills
▪ Leadership	▪ Customer Focus
▪ Resilience	▪ Problem solving and decision making
▪ People Management	▪ Financial Management

9. Management Approval – To be completed by document owner

Version	1	Date	29/01/2026
Document Owner			