

# Job Description: General Catering Services Manager



Function:	Independent Schools
Position:	General Catering Services Manager
Job holder:	Vacant (H1 position 60087385)
Date (in job since):	N/A
Immediate manager:	Account Director
Additional reporting line to:	Client contact
Position location:	Shrewsbury School

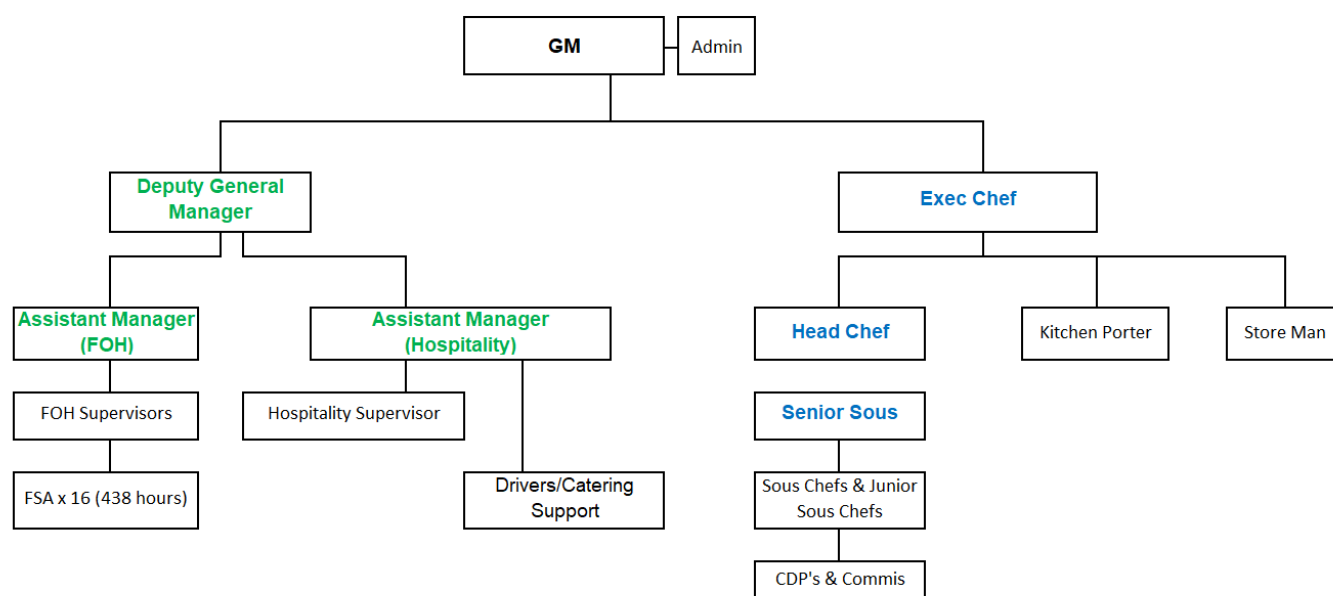
## 1. Purpose of the Job

- Act as the primary representative for Sodexo within the catering operation, and manage effectively all catering team members, to ensure that all services deliver both qualitative and quantitative results, to be achieved by:
  - Operational Management of Sodexo Catering Services ensuring the Clients receive services to the highest quality.
  - To be visible and approachable during service.
  - Fostering long term profitable relationships and working with the client and catering team to deliver operational excellence.
  - Provide direction and expertise to the operating area for catering and hospitality, by promoting Sodexo strategies and best business practices in order to uphold the company mission and values.
  - Motivate and lead a high performing team to achieve their objectives.
- Support Account Director and the Client(s) in the development of the business strategy in line with the current and emerging client needs, including driving innovation and financial targets.
- Ensure the Health and Safety of all employees and other stakeholders is at the heart of everything we do and managed in accordance with Sodexo policies and legal requirements.
- Ensure all SLA's if applicable and KPI's are achieved to ensure best in class service and minimise any financial penalties.
- Compile and complete accurate monthly invoicing and financial reporting and ensure any client reports are completed and sent in the agreed timeframes and as per contract
- Compile annual budgets and present to the client in an agreed timeframe and monitor and review with the Client on a monthly.

## 2. Dimensions

Revenue:	Circa £2.5 pa
Growth:	To support the School with external commercial business opportunities
Staff Numbers:	50
Boarding School :	600 boarders and 200 day pupils with 250 staff – 7 days per week

## 3. Organisation chart



## 4. Context and main issues

- Supporting delivery of service lines within the Contract, consistently across all services over 7 days per week.
- Retention and recruitment of employees, including succession planning for the team at all levels.
- Ensure compliance with legislative and regulatory requirements involved in working in schools, including safeguarding of children and food safety such as allergens.
- Accurate and timely financial management and reporting and budget process.
- Delivery of a compelling and relevant food offer that will keep students excited, engaged, full of energy and offering a healthy balanced diet.
- To have an overarching responsibility for leading strategic business planning with the key stakeholders and ensure the contract remains 'best in class' status at all times

## 5. Main assignments

The below have been grouped into topic areas, it is recognised that some will overlap into other areas.

### **Innovation and continuous improvement**

- Driving innovation and continuous improvement of people, systems, processes and services.
- To drive a 'Best In Class' service and promote team members to foster the same culture.
- Present new ideas to ensure that each service is effective and efficient.
- Work with the Exec Chef and Deputy General Manager to ensure student voice and feedback is captured, and shared with the wider community with action plan and outcome delivered.

### **Client relationships**

- Schedule and lead regular meetings with clients to review and develop service provision, and retain monthly notes.
- Establish rapport with clients and reinforce a positive company image.
- Ensure monthly reports and any other paperwork or documentation requested by internal or external stakeholders / Clients is produced to a high standard, in a timely manner.
- Develop and maintain long term relationships with the Client(s) by delivering operational excellence, and making use of the Clients for Life processes

### **Financial**

- Responsible for the overall financial performance at site level,.
- Manage the service delivery ensuring efficiency and reviewing regularly; to be innovative and proactive to ensure continuous improvement.
- Ensure monthly reports and any other paperwork or documentation requested by internal or external stakeholders / Clients is produced to a high standard, in a timely manner.
- Prepare annual budgets and forecasts for client and Sodexo
- Produce quotations and preparation of financial information for Internal and External Stakeholders
- Make recommendations for efficiencies and cost saving.
- Supply Chain Management – ensure value for money is achieved by buying through the correct suppliers.

### **People management**

- Disseminate information regarding any new service procedures and initiatives to all team members by ensuring regular weekly huddles take place.
- Actively drive a Health and Safety culture, and promote 3 Steps to Safety
- Line manage team members, ensuring that they complete their duties (including administrative) in a timely and efficient manner, and follow procedure should expectations not be met,
- Engage and lead a high performing team including responsibility for completing HR lifecycle and day-to-day processes such as performance, sickness absence, consultation etc in accordance with Sodexo policies and procedures
- Responsible for recruitment, induction of training team members in accordance with company policies with support from the relevant internal teams including PeopleServices (HR), Recruitment, Learning and development and Safer recruitment teams.
- Actively manage and monitor company time and attendance system (currently Kronos) and associated systems such as payroll and MyTime and ensure compliance with and completion by site management team.
- Input pay adjustments in line with company processes and policies, ensuring budgetary constraints are considered, when required (payroll is input predominantly by site managers)
- Ensure adequate employee cover on site in the event of absence (holiday, sickness etc)
- Employee engagement: Ensure all employees are encouraged, motivated, and feel supported, included and valued in their working environment, utilising the tools and information available including, but not limited to, HRMI, Employee Engagement survey, individual appraisals etc.

### **Operational and compliance**

- Ensure all site information is maintained and updated in accordance with Sodexo procedures and Service Level Agreements and is legally compliant with all relevant legislation including Health and Safety regulations
- Ensure management of stock & equipment levels in accordance with required service delivery and within budget constraints.
- Flexibility around working hours with requirements to work weekends if required
- Interact with all Internal and External stakeholders to meet expectations
- Understand client and contractual needs and ensure service delivery exceeds expectation.
- Regularly review existing service provisions to ensure they are still meeting standards required in line with budgetary requirements.
- Ensure all aspects of employees management by your team are undertaken including necessary compliance, i.e. Right to Work, Safer recruitment, allergen process
- Ensure all service levels and management standards are maintained and administrative work is completed to the highest of standards throughout
- Work with the Exec Chef ,Head Chef, Deputy General Manager and Hospitality Manager to bring innovation to the operation of all services
- Understanding and compliance with all relevant Sodexo policies and procedures.

### **6. Accountabilities**

- Promote and develop a Safety Culture which secures effective implementation of policy, procedures and responsibilities throughout the Sodexo and Shrewsbury School operational delivery.
- Ensure consistent application and communication of Sodexo ways of working, policies, procedures, practices and initiatives, while referring to site senior management.
- Implement, monitor and review service delivery to ensure contractual compliance and delivery of service excellence
- Foster excellent client relationships to maintain, stabilise, develop and grow services
- Ensure compliance with all legislative requirements regarding safeguarding children supported by the relevant Sodexo subject matter experts and relevant policies.

### **7. Person Specification**

- Track record of success in a similar role overseeing the delivery of out-sourced services
- Ability to lead, motivate and inspire team members of all levels
- Proven experience of developing relationships
- Excellent client relationship management
- Experienced in leading company initiatives and change management processes
- Strong communication and negotiation skill with excellent client relationship management
- Ability to prioritise, work to tight deadlines, both prescribed and self-imposed
- Ability to establish and maintain good working relationships at all levels
- Competent and able to use a range of IT and technologically applications and systems, i.e. MS Office, Electronic Employee Management systems

## 8. Competencies

- Growth, Client & Customer Satisfaction / Quality of Services provided
- Business Consulting
- Brand Notoriety
- Commercial Awareness
- Employee Engagement
- Leadership & People Management
- Innovation and Change
- Learning and Development

## 9. Management Approval

Version	1	Date	March 2025
Document Owner	Michelle Houghton, Account Director		

## 10. Employee Approval – To be completed by employee

Employee Name		Date	