

Job Description:
Mess Manager

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| Function: | Defence |
| Position:  | Mess Manager |
| Job holder: | Vacant |
| Date (in job since): | N/A |
| Immediate manager (N+1 Job title and name): |  |
| Additional reporting line to: | N/A |
| Position location: | Perham/Tidworth/Bulford |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To grow services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectations
* To demonstrate capabilities for the smooth running of the Mess, to the benefit of all members and residents, to plan, organise and coordinate all function activity.
* To take responsibility for the day to day management, co-ordination and control of all Mess activity, as set out in the contract Schedule of Requirement (SOR) and operational manuals, across the designated contract and affiliated sites.
* To ensure that the Mess adheres to all Health and Safety, COSHH and Food Safety regulations
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| 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 FY15: |  | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Department Workforce | tbc |
| EBIT margin:Food | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | 2 |
| Cash conversion: | tbc |
| Characteristics  | * To drive Margin and increase sales
* Pay as you dine within a military environment
* To Deliver Service Excellence within a Mess
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| 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 ManagerAccount ManagerAccount ManagerAccount ManagerServices ManagerMess Manager |

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| **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. |
| * Travel and overnight stay may be required to undertake training and other business requirements
* To act as the duty manager on call when required
* May be required to work unsociable hours in line with business requirements
* Flexibility on work schedule will be required at times
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Contribution to gross profit and improvements to budget performance as determined by segment business objectives
* Revenue growth and delivery of year on year performance in your business area
* Year on year balanced scorecard improvement in food safety, health & safety; environment; risk; client satisfaction; and quality
* Operational excellence in labour management and performance
* Employee engagement and IIP
* Well developed internal and external network
* Continued professional development in industry sector
* Wastage targets
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| 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. |
| Accountabilities * Maintain and develop a positive working culture and environment for Defence employees through sound leadership, effective communication and delegation.
* Management of client relationships and expectations. Maintain formal and informal communications with Clients and Customers
* To manage all aspects of Health & Safety, Environment and Quality Assurance.
* Company Compliance. To ensure that the company/contract accountancy, documentation, audits and administration procedures are carried out to the company standard.
* Legislative compliance. Ensuring that all aspects of the business are conducted in accordance with all relevant statutory requirements and Codes of Practice.
* Have full control over the profit & loss account, including the proper control of costs and resources. Optimise sales, marketing and opportunities for organic growth of services.

Financial Management* Ensuring all financial and trading deadlines are met to ensure accurate and compliant budgetary and financial control.
* Effective P&L management of the contract to deliver budget. To include but not limited to:
	+ - Review actual performance against budget with management team and create action plan to correct any shortfall identified.
		- Identify and implement new ideas and innovation within the contract subject to a CBA and approval.
		- Implement improvements to service provision by evaluating and reviewing traditional methods and working practices.
		- Preparation of accurate monthly forecast, financial reports and commentaries for the Contract.

Contract / Company Compliance* Continuous review of the SOR against delivery to ensure no contract “creep”.
* Ensure authorisation is obtained from the Services Manager prior to undertaking any additional services.
* Implement action plans to close out any areas of shortfall identified in contract audits such as LSI, Safegard, and ISO.
* Ensure that policies, processes and procedures are being adhered to, such as, but not limited to Delegations of Authority.
* Maintain IIP and / or ISO standards.

People * Select, recruit, induct and train unit based employees
* Develop staff to ensure succession planning
* Measure the performance of all staff by giving feedback, reviewing and completing appraisals, performance reviews.
* Communicate regularly with a minimum monthly ‘face to face’ team briefing

Client/Customer* Deliver the service standards agreed in the contract
* Deliver within budget constraints and implement improvement plans
* Maintain a day to day relationship with the client
* Attend a monthly (or frequency agreed) formal review with client
* Implement Clients for Life processes in your unit
* Ensure Client requests are responded to in a timely manner, promoting Sodexo in a professional and business like manner at all times.

Other* Correct use of all IT systems as set out in policies.
* Carry out other reasonable management requests.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential* Qualification or relevant experience in Business Management.
* Management knowledge of HSWA, IOSH and COSHH.
* Proven experience of managing long-term client relationships
* Proven track record of leading, managing and developing a team
* Proven ability to develop new business opportunities
* Must be able to demonstrate the ability to communicate effectively both verbally and in writing
* Computer literate
* Previous experience of relevant service
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
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| * Commercial Awareness
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| Version | 01 | Date | 05 January 2015 |
| Document Owner | Rachel Oxenham, Services Manager |

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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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