

Job Description:
Catering Manager

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| Function: | Corporate Services – BAE Systems |
| Job:  | General Services Manager  |
| Position:  | General Services Manager |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Colin Lyons |
| Additional reporting line to: |  |
| Position location: | BAE Washington, NE37 1PA. |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| To ensure the efficient and effective delivery of designated services to the Client organisation against the agreed service level, for both qualitative and financial targets. |
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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 FY13: | €tbc | 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  | * Add point
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Draft. Version: 27-03-2014

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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. |
| Deployment Lead Johnson & Johnson, CS IFMGeneral Service ManagerCatering/ Cleaning site lead and staffHard Services TechniciansDeployment Lead Johnson & Johnson, CS IFMGeneral Service ManagerCatering/ Cleaning site lead and staffHard Services TechniciansDeployment Lead Johnson & Johnson, CS IFMDeployment Lead Johnson & Johnson, CS IFMRegional Operations Manager CS IFMGeneral Service ManagerCatering/ Cleaning site lead and staffHard Services TechniciansHead of Talent |

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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. |
| * Effectively manage the quality and compliance of all services provided across designated area. To interface with Service Leads, Cluster Management and Client to ensure all service standards are met or exceeded.
* Ensure a safe, compliant environment for our teams and customers by ensuring processes are followed and gaps identified and escalated to resolution.
* To be single point of contact with Site Level Client for escalations regarding service failures
* To ensure that all statutory regulations relating to safe systems of Work, Health & Safety, Cleanliness, Hygiene, Fire and COSH standards are met or exceeded
* To control and monitor financial performance of designated area, in line with pre-determined Cluster aligned budgets.
* To manage and report on all ordering, stock control and collection of income undertaken by Service Leads for monthly Cluster reporting.
* To establish and maintain relationships with individuals at all levels within the business and the client organisation
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Safety and Compliance*** Management of Health, Safety and Environmental Legislation relating to the building portfolio ensuring the statutory requirements are met and all records maintained up to
* You must ensure that you do not act in any way that endangers your health and safety or that of others.
* All accidents and unsafe situations must be reported immediately and accidents recorded in the Accident Book and/or Salus.

**General*** Coordinate and direct all activities within the assigned area across ALL service lines
* To ensure that all services lines at site, adhere to safe systems at work and all legislative requirements for their areas of expertise, supported by Centre of Excellence, Technical Service Manager and Shared Services.
* Delivery of activities agreed in local Account Strategies agreed with Cluster Account Managers
* Monitoring and reporting of the services delivered to Cluster Account Mangers

**Operations** * Responsible for the quality and consistency of Sodexo delivery across full service lines
* Encourage and explore all opportunities for innovation and efficiencies with area in line with Cluster Account Manager
* Manage Service failures with relevant service leads in line with operational processes or shared services requirements.
* Plan and check that all Sodexo best practice initiatives are implemented.
* Ensuring service lead have all relevant PPE

 To rollout/implement contracted services changes as agreed between Cluster Account Manager and Client* Select, recruit and induct the right team.
* Direct Line Management of all Service Leads for designated area
* Indirect influence on IFM Solution Centre activities ( SCM, Asset, etc) and Centre of Excellence colleagues
* Manage team using the Sodexo HR toolkits in line with Sodexo Policy and Procedures
* Deliver Sodexo “Huddles” and Team Meetings to ensure “working as one team”
* Knowledgeable regarding Payroll

**Client** * Ensure your Managers deliver your operation to the service standards agreed in the contract with your Cluster Account Manager
* Attend and produce monthly formal reports and reviews in line with Client and Cluster Manager requirements
* Implement Clients for Life processes in your unit.

**Finance** * Complete the unit budgets and forecasts.
* Protect the company’s profit by delivering your Sodexo budget each month.
* Generate the billing back up and maintain high quality records.
* Ensure cash, stock, debt and assets are properly controlled

**Business Improvement** * Be proactive in overcoming barriers to success.
* Provide feedback on how we can improve our performance.
* Networking – keep appraised of best practice within the industry by maintaining contact with professional bodies in other market sectors.
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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. |
| * Manage and control the services to the agreed specification and service standard required by the contract as measured by both qualitative and financial targets.
* Manage a team to increase the Client and Sodexo revenue opportunities i.e., cash sales, labour efficiency and generate the GOP expected.
* Nurture client relationships in order to develop them for a long term partnership.
* Recruit, induct and develop talented employees within the business and manage poor performance on a timely basis.
* Identify opportunities for organic growth and new business.
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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**** Can evidence managing a team to provide high quality service
* Excellent client and customer relationship management skills
* Strong all round communications skills.
* Relationship builder and experience in working in a matrixed delivery environment
* It literate and financially astute
* IOSH Managing Safely
* Broad knowledge of multiple service lines and their benefit to an organisation along with legislative requirements
* Knowledgeable of risk and legislation across all service lines, does not need to be the expert, however needs to be able to mitigate these with the help of Sodexo experts and Governance and Policy.
* ISOH Managing Safely
* Qualification in Mechanical or Electrical engineering.
* Previous experience in Managing Legionella.

***Desirable, but not essential**** Proven experience of developing profitable relationships
* RIPH Intermediate
* NEBOSH General Certificate
* Broad commercial experience and business acumen and knowledge across several service lines
* Strong negotiation skills
* Experience working in a standards/compliance environment
* Corporate member of relevant professional institution

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| * Relationship Management
* Leadership
* Resilience
* Impact and Influence
* Working with others
* Planning and Organisation
* Results Orientation
* Financial and Business awareness
* Analysis and decision making
* Continuous improvement
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| 9. Management Approval – To be completed by document owner |
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| Version | 1.00 | Date 06/12/2016 |  |
| Document Owner | Colin Lyons |

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