

# Job Description: Catering Manager



Function:	Independent Education
Job:	Catering Manager
Position:	Catering Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Account Manager
Additional reporting line to:	District Support Manager
Position location:	St Georges Windsor

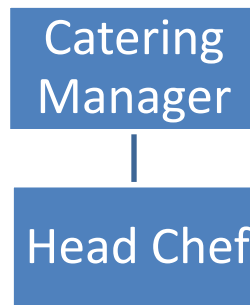
## 1. Purpose of the Job

- Effectively manage the Sodexo team to ensure that exemplary services are provided at the school for catering in all areas , hospitality and additional services
- Manage resources and promote an ethos of team work and to instil a culture of continuous improvement
- To be responsible for the service at the school leading a team to ensure delivering against client expectations
- Act as the primary representative of Sodexo within the contract by the effective management of all staff to ensure the delivery of both qualitative and quantitative results
- Foster long term profitable relationships with the schools to maintain existing business and identify new business opportunities by delivering operational excellence
- Provide direction and expertise to the operating teams 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
- Manage all aspects of service to include planning and execution for the day to day service, functions and events covering external and additional business as and when required by the school- some of which will be outside of term time.

## 2. Dimensions

Revenue FY20	EBIT growth	Growth type:      Organic	Outsourcing rate:	n/a	Region Workforce	Carolyn Clark
	Turnover:£400,000					
	Sales projected:		Outsourcing growth rate:	n/a	HR in Region	Rosie Hayward

**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.



**4. Context and main issues**

**People**

- Select, recruit and induct the team
- Develop your people and produce a robust training plan and ensure succession planning takes place
- Measure the performance of your people by giving feedback and reviewing and completing the employee performance appraisal (EPA) process
- Manage the payroll system for all catering staff using the UDC system
- Communicate regularly – Adopt the 'focus on five' principles to include weekly Team Huddles
- Communicate the importance of a zero harm culture using the tools available through the Sodexo net.

**Client**

- Ensure the Chef and food production team deliver the operation to the service standards agreed in the contract with the client
- Attend meetings and produce monthly and termly formal review reports for the client
- Implement Clients for Life processes in your unit
- Add innovation and new ideas to the offer to increase sales and margin percentages
- Complete a structured Termly Review to capture people, events, health and safety and Company updates
- Provide a pro active approach for all services to include recommendations and planning ahead

**Finance**

- Complete the unit budgets and forecasts in a timely manner
- Protect the company's and client's profit by delivering your Sodexo budget each month
- Generate the monthly accounts back up required for the monthly meetings and explain all variances
- Ensure cash, stock, debt and assets are properly controlled
- Ensure the correct use of Sodexo suppliers

**Business Improvement**

- Be proactive in overcoming barriers to success
- Work with the Client to grow external business and provide website brochures to supports events.

- Provide feedback on how we can improve our performance  
Networking – keep apprised of best practise within the industry by maintaining contact with professional bodies in other market sectors

## 5. Main assignments

### Catering Tasks

- Continually monitor all food standards, to ensure that they are to the required client and Sodexo expectation
- Monitor all hygiene standards, to ensure they are maintained to the required client and Sodexo expectation as outlined by Safeguard
- To ensure that all food is prepared with due care and attention, particularly in regard to customers' special dietary requirements: for example, nut, dairy or wheat allergies and the Allergen Policy is followed
- To ensure that regular and effective promotions and special days occur as per client expectations
- To work with the Account Manager in the preparation of the annual Catering Budget
- Monitor financial performance (e.g. supply chain, sales, labour, expenses, internal issues) to ensure that the pre-set budget figures are maintained and, when variances do occur, to provide written explanation of these costs, and to implement action plans for correction
- Ensure all special functions are completed to the required standard of food and service and are also undertaken within pre-budgeted costs
- Undertake development plans for both heavy and light equipment to ensure pre-planned the client is aware of requirements
- Implement and use the Company tools and systems, to include EprophIT, Recipe on Line, UDC , Sodexo net, SMS – Safety Management system to include all food and health and safety policies, Allergen process, RTW and Ingenium

## 6. Accountabilities

- Coordinate and direct all activities within the school that require catering
- Manage and control the services to the agreed specification and to the agreed performance, qualitative and financial targets
- Manage the team to increase the Client and Sodexo's revenue opportunities i.e., commercial opportunities, labour efficiency and generate the growth operating profit (GOP) expected when required
- Supply Chain Management – ensure value for money is achieved through robust management of suppliers and measurement of performance
- Nurture client relationships in order to develop them for long term partnerships
- Recruit, induct and develop talented employees within the business portfolio and to manage poor performance in line with Safer Recruitment Policy and Procedure.
- Identify opportunities for organic growth and new business
- Management of Health, Safety and Environmental Legislation relating to Sodexo's areas of responsibility ensuring the statutory requirements are met and all records maintained up to date
- Responsible for driving Continuous Improvement through the contract
- Risk management – minimise risk and maintain profitability in line with all company policies
- Support – professional advice to peers and team sometimes away from the unit

## 7. Person Specification

### Essential Criteria

- Strong level of literacy and numeracy, with the ability to manage a price plus contract
- Highly effective communication and interpersonal skills
- Clear and effective leadership style
- Ability to analyse problems analytically, develop opportunities and implement innovative solutions/approaches
- Strong ability to increase individual effectiveness through leadership, motivation, communication, coaching and training
- Excellent time management and organisational skills
- Computer literate
- Able to demonstrate positive attitude to self-development, willingness to learn in role and identify own training needs as appropriate
- High level of self-motivation
- Strong ability to build professional partnerships and communicate at all levels, particularly at senior client levels
- Ability to set high standards, achievable through striving for continuous improvement
- Ability to act on own initiative
- Ability to work effectively as part of a team
- Flexible approach to role
- Use of social media for advertisements

### Desirable Criteria

- Independent School experience
- Relevant higher level qualification in functional specialities (i.e. catering, facilities management)
- Experience of managing a large team

## 8. Competencies

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ Leadership & People Management
■ Rigorous management of results	■ Innovation and Change
■ Brand Notoriety	
■ Commercial Awareness	
■ Employee Engagement	
■ Learning & Development	

## 9. Management Approval – To be completed by document owner

Version	V1	Date	October 2019
Document Owner			

