

Job Description:
Mess Manager

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| Function: | Defence Catering  |
| Job:  | Mess Manager  |
| Position:  | Mess Manager  |
| Job holder: | Claire Dunham  |
| Date (in job since): | September 2011 |
| Immediate manager (N+1 Job title and name): | Services Manager Claire Dunham  |
| Additional reporting line to: | Nicolette Millward Guest Services Manager  |
| Position location: | WOs’ & Sgts’ Mess Merville Barracks Colchester  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To perform and supervise the day to day activities of the Mess, to the benefit of all members and residents
* To promote and manage functions including planning, menus and costing in conjunction with the catering team
* To ensure standards of service detailed in the Service Standard Statement (SSS) and quantity tables are achieved, maintained and developed
* To liaise with the PMC/RSM and mess committee to develop relationships and promote Sodexo
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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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| 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. |
| **Guest Services Manager** **Services Manager** **Mess 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. |
| * 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 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
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * **Leadership and people**

You will role model the company values and ensure they are reinforced at every opportunity. You will provide leadership and clear direction on all aspects of your business area, operational and people, ensuring your own team, deliver on business objectives. You will support in the delivery of the people plan and on the back of this, developing future capability of your front line teams. You will lead by example and champion effective communication. You are responsible for the recruitment, induction and development of your employees and will manage the performance of your team in line with Sodexo HR policy and procedures.* **Risk, governance and compliance**

You are accountable for full compliance and understanding of all company risk, reporting and governance processes. You will ensure that these are fully applied, complied with and adhered to within own business. You are accountable for cash and stock within your business area and as such are responsible for self and business area adherence to all cash and stock company procedural compliance. You are guardian to Sodexo cash and stock and are therefore responsible for any discrepancies incurred intentional or otherwise. * **Financial management**

You are responsible and accountable for the financial delivery and performance of your business area in line with annual budgets. You are responsible for ensuring all financial targets are achieved within the framework of absolute financial control. You are responsible for contributing to the monthly financial review process against KPI’s and ensure follow up on all improvement plans to support delivery of budget at local level.* **Relationship management client and team**

You are responsible for managing local client and customer relationships and developing and maintaining strong business relationships. You must seek to understand the client’s business environment and drivers, developing and maintaining strong relationships and establishing a network of client contacts. You will manage clients proactively and professionally, in line with Clients for Life®, ensuring Sodexo delivers service in line with the client’s business objectives. You will understand the importance the client places on partnering principles and endeavour to establish a dynamic and positive culture for co-operative business relationships and improvements to service.* **Operational management**

You are responsible for overseeing the operations of your business area and managing its compliance with legal, regulatory and company requirements including the quality management system (QMS). You will effectively manage continuous improvements, taking corrective action where necessary and informing line manager of performance issues. You will ensure robust health and safety procedures are implemented, reviewed and reported on a regular basis.* **Service excellence**

You are responsible for driving all aspects of service excellence across your business area including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards. You must ensure that you and your team work to recognised and expected standards ensuring the offer is meeting the customer’s needs through full and correct use of company tools. In partnership with subject matters experts you will champion and embed service excellence initiatives across your business area and ensure that all services are aligned to the defence client and customer needs and deliverable within budget. |

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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. |
| * Add point
* Add point
* Add point
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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* Demonstrate experience of working in a similar role within the service industry at a comparable level in a company
* Good numerical and communication skills, must be able to demonstrate effective verbal and written communication
* Management knowledge of health & safety and food safety
* Able to work on own initiative within a team environment
* Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
* Proven experience in hospitality sector, including stock management, cash control and customer service
* Able to demonstrate attention to detail and adherence to standards
* Analyse problems analytically, develop opportunities and implement innovative solutions

Desirable* IOSH and CIEH qualifications or equivalent
* Proven experience of managing client relationships
* Proven track record of leading, managing and developing a team
* Experience of working in a military environment

Contextual or other information* 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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| 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

**EXAMPLE** | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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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 |  | Date |  |
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