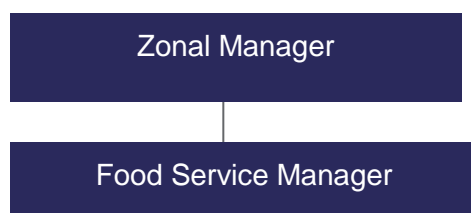


JOB DESCRIPTION

Position Title	Food service Manager	Department	Catering
Generic Job Title		Segment	Corporate Services – CSIFM
Team Band	Unbanned	Location	GSK – Ware
Reports to	Zonal Manager	Office / Unit name	Ware

ORGANISATION STRUCTURE



Job Purpose

Act as the primary representative of Sodexo within their defined operating area by the effective management of both catering, hospitality and vending services to ensure that all units deliver both qualitative and quantitative results, to be achieved by fostering long term profitable relationships by delivering operational excellence

Provide direction and expertise to the operating area 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 and the Sodexo strategy
Operational management of Sodexo's accounts ensuring that the Client receives services of the highest quality.

To provide excellent customer service, perform the preparation, presentation and service of food and beverages to the client & Sodexo's satisfaction.

Accountabilities

Management of Health, Safety and Environmental Legislation relating to the building portfolio ensuring the statutory requirements are met and all records maintained up to

Risk management – minimise risk and maintain profitability

Strategic and technical support – professional advice to customers, peers and team.

Coordinate and direct all activities within the assigned areas.

Manage and control the services to the agreed specification and to the agreed performance, qualitative and financial targets

Check and Review the work of team members.

Look for and implement opportunities to drive Sodexo revenue and labour productivity in the units.

Plan and check that marketing initiatives are implemented

People

Select, recruit and induct the right team.

Develop your people and ensure succession planning.

Measure the performance of your people by giving feedback and reviewing and completing appraisals.

Manage poor performance

Communicate regularly – monthly meetings and daily face to face team briefing, deliver a weekly Comm Sell.

Ensure your team deliver your operation to the service standards agreed in the contract with your client.

Produce weekly & monthly flash reports with accurate data.

Implement Clients for Life processes in your unit.

Nurture client relationships in order to stabilise & develop them for long term partnerships

Finance

Manage a team to increase the Client and Sodexo's revenue opportunities i.e., commercial opportunities, labour efficiency and generate the GOP expected within the contract.

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 practise within the industry by maintaining contact with professional bodies in other market sectors.

Responsible for driving Continuous Improvement through the account

Identify opportunities for organic growth and new business

Ensure that the Company's accountancy documentation and administration procedures are carried out to the Sodexo Way Compliance Standards and that the necessary weekly & monthly returns are completed accurately and transmitted at the appointed time.

Control all costs such as labour, expenses, stock levels as agreed with your line manager.

Ensure tariff prices are correct, that all catering services are costed to the terms of the contract.

Maintain levels of stock, stock rotation.

Comply with all Company and client policies, procedures and statutory regulations, including human resources, site rules, health and safety, safe working practices, hygiene, cleanliness, fire, COSHH. This will include your awareness of any specific hazards in your workplace

Assist with all aspects of the preparation of food service areas and presentation of food to the notified standard.

Promote a friendly working relationship with colleagues.

Promote a good company image to customers and guests by using positive customer service practices.

To undertake occasional duties outside the normal routine but within the scope of the position and the department's activities. To assist, as required, at special functions, some of which may occur outside normal working hours, for which you will be paid overtime.

To report any complaint or compliment and take action if at all possible.

To report any incident of accident, fire, theft, loss, damage and take action as may be appropriate or possible.

Increase profit through driving up sales, and minimizing costs.

Obtain purchases from Sodexo nominated suppliers.

Comply with all relevant sections of the Quality Assurance Audit and to complete routine audits at a frequency as indicated in the "Unit Activity Calendar".

Key Performance Indicators (KPIs)

Client retention will be achieved

Achievement of company and client budget

Passing key internal audits (safeguard, HR, financial)

Ensuring full compliance with all legislative and company policies & procedures

Employees will be engaged and working to achieve company and client goals

Customer satisfaction scores will be met

Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.

To deliver a consistent level of service, within the Company's standards, to the contract specification and agreed performance, qualitative and financial targets.

To be agreed with Line Manager for particular location. K.P.I's to be monitored as part of performance review and appraisal process

Ensure the standards across the site(s) are in accordance with the Service Level Agreements and Key Performance Indicators specified in the service contract

Ensure the prompt provision and efficient service of Hospitality and catering requirements at the specified time to the standards laid down in the KPI's.

To take adequate steps to ensure the security of Company and Client property and monies under your control.

Maximise up selling opportunities for profitable sales growth.

Comply with any reasonable instruction from your line manager within the agreed deadline.

Carry out other reasonable tasks as directed by management.

Dimensions

Financial	P&L Account
Staff	10
Other	None

Skills, Knowledge and Experience

Essential

Strong level of literacy and numeracy

Experienced Assistant Manager who has operated in a multi disciplined environment and a large diverse team

Highly effective communication and interpersonal skills

Clear and effective leadership style

Ability to analyse problems analytically, develop opportunities and implement innovate solutions/approaches

Excellent organisational skills

Computer literate

Able to demonstrate personal self development and development of team

Demonstration of team work, implementing initiatives and working on own judgement and decisions

Change management and performance management experience

As with any operation, flexibility is a must as the manager would have to work 5 days

Experience of working in a similar industry such as food service, catering or hospitality.

Previous food handling experience
 Ability to adhere to all health & safety practices
 Strong customer service skills
 High levels of personal hygiene and appearance
 Good computer skills

Desirable

IOSH

RIPHH/CIEH

If IOSH & RIPHH/CIEH are not held, you would need to attend training courses to ensure that these are achieved

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Document owner	Linda McAra		

Name	
Sign	
Date	