

Job Description:   
Catering Manager

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| Function: | | | | Manage Catering Unit | | | | | | | | |
| Job: | | | | Catering Manager | | | | | | | | |
| Position: | | | | Catering Manager | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | |  | | | | | | | | |
| Additional reporting line to: | | | |  | | | | | | | | |
| Position location: | | | | Avon & Somerset Police | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| To ensure the prompt and efficient preparation and service of all meals to the company’s standard and to the client’s satisfaction and maintaining the cleanliness and hygiene of the Unit to the required standard in the Service Level Agreement.  This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business | | | | | | | | | | | | |
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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. |
| Assistant Manager  Head Chef  Business Manager  Group Operations Manager  I Catering Manager  I  Head Chef |

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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. |
| * Service demand – Increase in footfall (Portfolio Changes) * Security Clearances for all staff members |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To maintain the standards and integrity of the service offer and Service Level Agreement at all times. To carry out a daily service audit and perform activities detailed in the service offer manual under Key Performance Indicators to the frequency and level required. * To implement and maintain the Statutory and Company standards of hygiene, health and safety and take any action as is necessary * To take all necessary steps to ensure maximum security of the kitchen, store, office, safe and monies and any other areas under the Sodexho’s control. * To recruit, interview, control and discipline staff according to the needs of the unit and within the procedure laid down by the Company. To maintain accurate, up-to-date personnel records for all staff as laid down in the Unit Personnel Manual. To keep records of any disciplinary issues and keep the Account Manager and Human Resources Manager informed of these. * To ensure all new staff are given a thorough induction into their job, the unit and the Company. To monitor the performance of staff, carry out performance reviews and provide training and coaching as necessary, and record on the appropriate documents. * To have special regard to the welfare of the establishment staff, and to organise regular and effective staff meetings. * To ensure the correct compilation of the payroll to the latest regulations. To ensure that all Statutory Regulations and Company Policy concerning the staff are adhered to. * To have regular contact with the Account Manager and to produce any reports as necessary pertaining to current or events. * Attend to any reasonable requests made by the Account Manager. |

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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. |
| * To ensure production and presentation of food offer is at the required time, being provided to the standard laid down in the Service Level Agreement and to the Client's, Customer's and Sodexo’s satisfaction. * 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. * To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organisation. * To ensure that the Company's accountancy, documentation and administration procedures are carried out to the laid down standard and that the necessary weekly returns are completed accurately and sent to the appointed office on time. This may be electronically, paper-based, or both, as instructed. * To control and monitor the financial performance of the unit and to maintain costs within pre-budgeted targets. |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Experience of managing a catering team. * Trained in Microsoft Package (Word; Excel; Powerpoint). * Experience of working successfully with accrediting and regulatory bodies and implementing associated programmes of Health & Safety. * Good standard of literacy and numeracy * Excellent interpersonal skills and ability to communicate effectively with customers, clients, and staff at all levels * Good time management and organisational skills * Ability to work well under pressure * Ability to achieve and set standards and operate to performance criteria, with particular regard to hygiene * Positive approach to learning in role and identifying own training needs as appropriate * Self-motivated * Sense of own initiative * Ability to work effectively as part of a team * Flexible approach to role * Experience of managing budgets * Experience of delivering training using company guidelines * Good standard of financial acumen * Ability to develop increasing individual effectiveness through leadership, motivation, communication, coaching and training   Desirable   * Basic Food Hygiene Certificate * Ideally IOSH qualified. |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client & Customer Satisfaction / Quality of Services provided | * Leadership & People Management | | * Rigorous management of results | * Innovation and Change | | * Brand Notoriety | * Business Consulting | | * Commercial Awareness | * HR Service Delivery | | * Employee Engagement |  | | * Learning & Development |  | |

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| 9. Management Approval – To be completed by document owner |
| |  |  |  |  | | --- | --- | --- | --- | | Version | 1 | Date | 12/02/2016 | | Document Owner | Philip Ter Bekke | | | |