

Job Description: Deputy General Manager

Function:	Catering
Job:	Deputy General Manager
Position:	Permanent
Job holder:	Independents By Sodexo @ Bedford School
Date (in job since):	tbc
Immediate manager (N+1 Job title and name):	General Services Manager (GSM)- William Hackett
Additional reporting line to:	
Position location:	Bedford School

1. Purpose of the Job

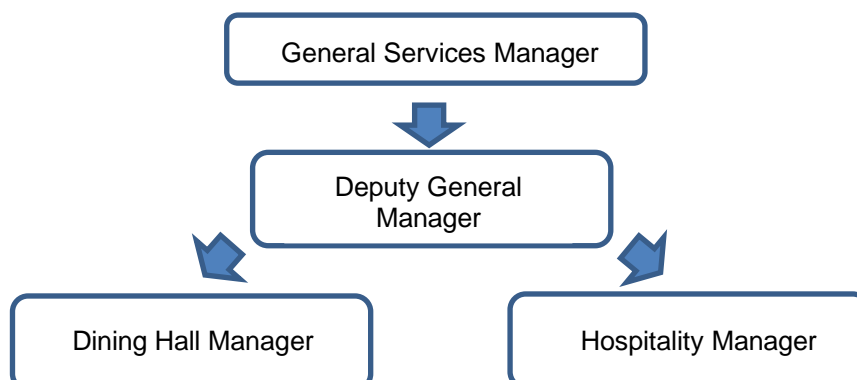
- To provide effective delivery of catering services to the client organisation, in line with service level agreement and agreed performance indicators. To measure existing service provision and proactively seek ways of continuous improvement.

2. Dimensions

Other:

- Our client is a large, elite Independent school with an excellent reputation.
- 1 Dining Hall Manager, 1 Hospitality Manager and 39 food service assistants (dependent on requirements of contract).
- To follow & implement the company's strategy map and business plan for the site
- Networking to share best practice.

3. Organization chart



4. Context and main issues

- Assist the GSM in leading a large and diverse (55+) team across multiple outlets seven days a week.
- May be required to work unsociable hours (5 out of 7 days) and thus a flexibility of working schedule, days and hours will be required at all times.
- Assist GSM with the delivery of a compelling, relevant and appropriately changing fresh food and marketing offer across the school
- Assist GSM with the execution of all food hygiene and health and safety systems and other legislative and mandatory policies and procedures.
- Occasional travel and overnight stays may be required to undertake training and other business requirements.
- 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.

5. Main assignments –

Rigorous management of results

- Ensure that Sodexo accountancy, documentation and administration procedures are delivered to the required contractual specifications
- 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
- Implement, maintain and communicate to employees the client, and Sodexo standards and statutory regulations relating to safe systems of work, health and safety, COSHH and Company Quality Management system in order to ensure compliance
- Ensure all team catering duties are undertaken in a safe manner and that personal protective equipment (PPE) and hazard signs are used appropriately
- Ensure that all statutory regulations, client and Sodexo policies concerning employees are adhered to
- Have a broad understanding of all Sodexo risk, reporting and governance processes; ensuring compliance with all company, client and on-site policies and procedures/systems and statutory regulations and ensure that licences and qualifications are met and retained and consequences managed appropriately.
- Actively oversee labour to ensure efficiencies and provide recommendations if required
- Seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards.
- Ensure that Health and Safety is given number one priority by delivery of all Safeguard administration in advance of and during operations. Lead where appropriate and take part in management and employee briefings to deliver safety information to include; Food Safety, Health and Safety, Fire Safety, First Aid and any statutory, client or venue specific safety requirements.

Planning and Organising

- Plan and prioritise workload and tasks effectively for self and to advise others to minimise reactivity, maintain a work life balance and ensure the right number and calibre of personnel are allocated to tasks.

- Develop strong working relationships with on-site client/stakeholders
- Utilise the Web of Influence to develop relationships with multiple tiers within the client organisation
- Ensure that all operational aspects of the contractual agreement are adhered to
- Review and plan innovative service solutions resulting in improved services
- Ensure employees are on duty and allocated to required areas

Leadership and people management

- Provide support on recruiting, induction, motivating, managing, training and developing all employees
- Provide advice on labour in line with productivity models, policies and procedures.
- Plan and prioritise workload and tasks effectively for self and others to minimise reactivity, maintain a work life balance and ensure the right number and competence of employees allocated to logistics tasks
- Build personal effectiveness in all situations

Training

- Provide recommendations and guidance for training, alongside where appropriate delivery of mandatory team training.

6. Accountabilities

- Client satisfaction scores are maintained or improved
- High levels of satisfaction and feedback from the client groups – Students, Parents, Visitors, College Staff, Lets Business and Commercial Events organisers.
- Staff absences / long term sickness reported to the client proactively
- Contract specification compliance
- All newly introduced systems and communication are documented
- Team are engaged and there is evidence of regular team meetings
- Active involvement with wider Sodexo community, e.g. regional networking groups, support for mobilisation activity, buddying and mentoring, etc.

7. Person Specification

Essential

- 5 years of experience in hospitality industry within a high quality, high volume, seven-day environment
- Good standard of literacy and numeracy
- Exceptional attention to detail
- Experienced in using Microsoft Office particularly Microsoft Word, Excel and Outlook
- Excellent time management and organisational skills
- Ability to set and maintain high standards consistently
- A love of great food and great people
- Excellent communication and interpersonal skills and the ability to be an effective team player

- Proven experience of managing a diverse workforce within a service environment

Desirable

- Industry qualifications and experience
- Demonstrable track record of People management experience
- Intermediate Food Hygiene certificate
- Experience in and/ or knowledge of Independent Schools sector
- Experience of delivering training using company guidelines
- IOSH/NEBOSH/CIEH qualification
- Knowledge of external cleaning developments and innovations.
- Experience of managing conflicting expectations of the client and consumer within one business area

8. Competencies

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|--------------------------|----------------------------|
| ■ Builds effective teams | ■ Customer focus |
| ■ Ensures accountability | ■ Optimises work processes |
| ■ Manages ambiguity | ■ Communicates effectively |

9. Management Approval – To be completed by document owner

Version	V1	Date	15/07/2021
Document Owner	William Hackett		