

Job Description – Deputy Catering and

Events Manager

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| Function: | Schools |
| Position: | Deputy Catering and Events Manager (52 weeks) |
| Job holder: | JS – Generic job title Assistant Manager |
| Date (in job since): | February 2024 |
| Immediate manager  (N+1 Job title and name): | Pat Smith, Catering Manager, |
| Additional reporting line to: | Andy Matthewman, Head Chef |
| Position location: | Yarm and Yarm Preparatory School |
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| 1. Purpose of the Job | |
| * To be a visible and trusted Manager for Sodexo at Yarm and Yarm Preparatory School. * Support the Catering Team to deliver all services across the Estate including the Preparatory School * Be responsible for planning and delivery of events, including labour, food and expenditure costs, for all internal and external events, some of these will fall outside of term time. * Complete administrative tasks in a professional and timely manner in accordance with Sodexo’s policies. * Have a desire to go the extra mile and be the best in the market. | |

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| 5. 2. Main assignments |
| * To deliver a front to back first-class hospitality experience to all Yarm School stakeholders, both internal and external to the clients satisfaction and maintaining the cleanliness and hygiene of the school. * Taking full accountability and be the point of contact for all hospitality events , including the people and operations within it for internal and external events. * Ensuring all customers, pupils and staff have a first class experience, with prompt and efficient service; ensuring expectations are consistently exceeded. * To be very service focussed and driven with demonstrable impeccable standards and aligned to Sodexo policies. * To support the Catering Manager and Head Chef in the day to day core food service offer to include main dining room, 6th Form and Bistro * To plan for success by concentrating on attention to detail of both standards and service * Effectively manage the Hospitality team to ensure that exemplary hospitality services are provided at the school. * Manage resources and promote an ethos of teamwork and to instil a culture of innovation and continuous improvement. * Foster long term profitable relationships with the school to maintain existing business and identify new business opportunities by delivering operational excellence * To continually access and monitor team performance, whilst recognising the need for training, and potential for development. * Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH. * To undertake any reasonable tasks requested by the School and Sodexo |

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| 2. 3. Context and main issues |
| * To deliver a **high-quality food and beverage service** with flexibility to work evenings and weekends and during School closures. * **Creativity** – there is a desire to see innovation and freshness. * **Managing the team** requires the very best people skills – clear direction, effective communication and high staff engagement strategies. * **Ability to work in a fast-moving complex operation** – high volume student catering, retail operation and numerous events delivered on a regular basis. * **Planning and organising** for excellent outcomes – quality, resources, operational ease, financially sound   Foster **productive client relationships** which show the value of the Sodexo team |

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| 4. Accountabilities |
| * High levels of satisfaction and feedback from the client groups – Pupils, Parents, Visitors, School Staff, Commercial Events organizers, by being best in class, innovative and forward thinking. * Manage and control all catering activities to the agreed specification, monitoring both qualitative and fiscal performance. * Recruit and develop talented employees within the business whilst managing performance in line with Safer Recruitment Policy and company procedure. * High levels of staff engagement, high retention, and morale * Management of Health & Safety and all relevant legislation relating to Sodexo’s areas of responsibility; ensuring the statutory requirements are met and all records maintained up to date. |

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| 2. 5. Person Specification |
| Essential Criteria   * Education and/or hotel/event experience * Strong level of literacy and numeracy * Experienced leader who has operated in a similar large scale environment. * Experience of managing an overall budget with diverse functional components (i.e. catering, retail, and hospitality.) * Highly effective communication and interpersonal skills * Clear and effective leadership style * Ability to analyse problems analytically, develop opportunities and implement innovative solutions and approaches. * Strong ability to increase individual effectiveness through leadership, motivation, communication, coaching and training. * Excellent time management and organisational skills * PC and software literate * Able to demonstrate positive attitude to self-development; willingness to learn in role and identify own training needs as appropriate. * Displays a constant and sustained level of enthusiasm and 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 and also to work effectively as part of a team. * Flexible approach to role * Hold a personal driving license.   Desirable Criteria   * Contract catering experience * Relevant higher-level qualification in functional specialties (i.e. catering, facilities management) * Experience of managing a large team * Knowledge of Safer Recruitment and working in educational establishments |

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| **6. Competencies** |
| * **Client centric** – Always have the client (and their customers) at the center of everything we do * **Passionate about Service** – Our service is our reputation so the quality of service needs to be the highest possible – there are no limits, and we can always improve next time. * **Rigorous Management of results** – Focus on outcomes which might be financial, service drive, positive customer feedback, relationship building, partnership enhancement and contract longevity. * **Enthusiastic** - Displays a natural and sustained enthusiasm and energy. * **Self-Motivated** - Needs no encouragement to make things happen. * **Able to build and maintain relationships at all levels** - Is able to communicate within both client and Sodexo organisations. * **Inspired Leadership** – The team are excited by you and want to follow your lead. * **Strong but Flexible** - Always prepared to listen and consider the views of others. * **People Management** – Our success will come through our people. We must inspire, nurture and encourage the whole team to perform to their maximum potential. We are not scared to deal with challenges through effective performance management. * **Committed to Development** - Demonstrates recognition of others’ contribution. * **Competitive** - Shows a healthy desire to win * **Positive** - Focuses on what CAN be done * **Personal Behavior** - Recognises importance that our behavior has on the attitudes and actions of others. |

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| 2. 7. Organization chart – Indicate schematically the position of the job within the organization. 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. |
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**Received:**

**Date:** **Date:**

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**Job holder Immediate Manager**