

Job Description:

Front of House Manager

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| Function: | Defence |
| Position:  | Front of House Manager  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name):  | Service Manager  |
| Additional reporting line to: |  |
| Position location:  |  |
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| 1. Purpose of the Job  |
| * To maintain a food and beverage service which delivers the highest possible standards of service, presentation and customer care to all users of the facilities; to meet the Customer and Client requirements to the highest standards.
* To lead and manage the day to day activities of two military restaurants and a Bar facility for junior Service personnel. To drive retail and leisure performance through adherence to all promotional activity and marketing initiatives.
* To promote and manage functions including planning, menus and costings in conjunction with the catering team.
* To ensure standards of service detailed in the Service Level Agreement and within the Schedules of the contractual Terms and Conditions are achieved, maintained and developed.
* To grow services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectations.
* Continually monitor food standards and hygiene standards and ensure they are maintained at the highest level.
* To administer a business unit (Bar), and to input the relevant financial data onto retail systems;.daily use and interpretation of data to enable financial management of all operations.
* Responsibility for ordering, management and rotation of products relating to the Bar facility.
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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  | Key performance indicators (KPIs)* 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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| 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. |
| * Contract Director
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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. |
| * 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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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * **Finance**
* Ensure that the Company’s accountancy documentation and administration procedures are carried out to the Sodexo compliance standards and that the necessary weekly and monthly returns are completed accurately and transmitted at the appointed time or dispatched manually
* Ensure that all costs and expenditure are within the budgeted levels agreed between the client and Sodexo. Control all costs such as labour, expenses, cash purchases as agreed with your line manager
* Ensure tariff prices are correct, that all catering services are costed and charged according to the terms of the contract
* Maintain levels of stock, cash, local credit and debt outstanding to the agreed establishment targets
* Ensure tariff prices are correct, that all catering services are costed and charged according to the terms of the contract
* **Hygiene, Health and Safety**
* Comply with all company and client policies, site rules and statutory regulations relating to Health and Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place and training of staff
* Ensure that all equipment used, is in safe working order, checked regularly and serviced. Report any faults to management/client, ensure they are rectified and ensure equipment is not used until safe.
* Ensure that all equipment, monies and the overall establishment, is safe and secure at all times
* **Personnel and Training**
* Administer the payroll for establishment staff via UDC and maintain personnel records to comply with statutory regulations and Company policy
* Recruit, manage, induct, train, motivate and appraise staff to promote good employee relations and operate within company procedures, legislation and the IiP standards. Staff appraisals to be conducted twice yearly. Maintain training records for all staff, ensuring that individual needs are recognised and met either through on or off job training
* Ensure that all Sodexo employees project a positive, approachable, friendly and professional image
* Comply with the procedures as laid down within the unit personnel manual or as advised by the Human Resources manager.
* Hold monthly team briefing meetings using the company team brief format
* Hold weekly team huddles to include the safety moment
* To attend an annual appraisal with the services manager and to agree and take ownership of your training and development needs
* Attend company training courses and regional meetings as requested
* Plan and control holidays within the operation to 'self cover' where practicable
* **General Responsibilities**
* To allocate work schedules ensuring efficiency is maximised and, as directed, produce employee rosters in line with the employee’s terms and conditions.
* To immediately report any equipment/building defects
* To efficiently train, instruct and manage the team in the delivery of food services and associated tasks.
* To be in attendance at all meals to provide smooth service and good customer service and relations.
* Ensure all employees adhere to the uniform and personal hygiene policy as detailed within Company Induction pack.
* Ensure employee compliance to all cash, keys, stock, premise, security policy and procedure; report any deficiencies as identified immediately to the Catering manager or deputy.
* To ensure all cash registers have adequate floats, current pricing programmes, and all employees are correctly trained in use and cash handling policy and procedure.
* To provide a first point of contact to our customers and deal politely, professionally and efficiently with any queries and complaints
* To ensure all food service areas are cleaned down directly after service and all preparation for the following service is completed.
* To ensure all pricing is displayed and correct, and to identify areas of savings, sales and increased profitability.
* Identify and deliver (where appropriate) any need for employee training and development, recording and maintaining records of this within training records and personnel files.
* To ensure employee compliance to Health and Safety, Food Safety and COSHH regulations and company policy and procedures
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| 6. Accountabilities  |
| * **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 Quality Assurance. You will support in the delivery of the people plan and on the back of this, developing future capability of front line teams. You will lead by example and champion effective communication. * **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. * **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, developing and maintaining strong relationships. 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 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.* **Continuous development**

You are responsible for continual development and improvement for Health and Safety, resulting in improved services and reduced costs.  |

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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.
* Basic food hygiene, HASAW and COSHH Certification.

Desirable* Proven experience of managing client relationships
* Proven track record of leading, managing and developing a team
* Experience of working in a military environment
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**EXAMPLE**

**EXAMPL**

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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  | Leadership & People Management |
| Rigorous management of results | Innovation and Change |
| Commercial Awareness |  |
| Employee Engagement |  |

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| 9. Management Approval – To be completed by document owner |
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| Version |  | Date |  |
| Document Owner |  |

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