

Job Description:
Hospitality Manager

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| Function: | Hospitality |
| Job:  | Hospitality Manager |
| Position:  | Hospitality Manager (Permanent) |
| Job holder: | Independents by Sodexo @ Bedford School |
| Date (in job since): | tbc |
| Immediate manager (N+1 Job title and name): | General Services Manager- William Hackett |
| Additional reporting line to: |  |
| Position location: | Bedford School |
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| 1. Purpose of the Job  |
| * To provide effective delivery of hospitality services to the client organisation, in line with service level agreement and agreed performance indicators. To organise, staff, deliver and financially manage all functions, events and hospitality requirements for both internal and external customers.
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| 2. Dimensions  |
| ***Other:***  | * Our client is a large, elite Independent school with an excellent reputation.
* Advise on hospitality stock expenditure
* To follow & implement the company’s strategy map and business plan for the site
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| 3. Organization chart  |
| General Services Manager Deputy General ManagerHospitality ManagerDining Hall Manager |

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| **4. Context and main issues**  |
| * Lead and manage hospitality events on site alongside assistant hospitality manager.
* 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.
* Lead with the delivery of a compelling, relevant and appropriately changing fresh food and event innovation 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.
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| 5. Main assignments –  |
| **Rigorous management of results*** Work with colleagues to ensure all information and communication regarding events, functions and hospitality is actioned in an efficient and effective manner.
* Actively oversee labour to ensure efficiencies and provide recommendations if required.
* Ensure all team catering duties are undertaken in a safe manner and that personal protective equipment (PPE) and hazard signs are used appropriately.
* Liase directly with customers regarding their requirements.
* Manage all aspects of event delivery including staffing, service methods, H&S and Food Hygiene.
* Communicate with the Executive Chef and GSM regarding all events, functions and hospitality bookings.
* Maintain inventories of all function equipment, including linen.
* Liase with the General Manager regarding stock levels, standards of equipment, replacement etc.
* 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
* 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/third parties especially client events team.
* To review and continually improve the standards of catering events delivery across all areas of the business.
* Review and plan innovative hospitality service solutions resulting in improved services at lower cost.
* Identify areas of service weakness; develop written proposals and remedial strategies.
* 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
* 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.
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| 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.
* 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.
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| 7. Person Specification  |
| **Essential*** 5 years of experience in hospitality and/or events 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
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| 8. Competencies  |
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| * Builds effective teams
 | * Customer focus
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| * Ensures accountability
 | * Optimises work processes
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| * Manages ambiguity
 | * Communicates effectively
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| 9. Management Approval – To be completed by document owner |
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| Document Owner | William Hackett |

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