

**DEFENCE & GOVERNMENT SERVICES**

**JOB DESCRIPTION
HEAD STEWARD**

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| Function: | Defence & Government Services |
| Position:  | Head Steward  |
| Immediate manager (N+1 Job title and name): | Mess Manager |
| Additional reporting line to: | Services Manager |
| Position location: | Chester |
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| 1. Purpose of the job |
| * To supervise all services within the Mess operational business area
* To support the manager to ensure standards of service detailed in the service level agreement, KPIs and within the schedules of the contractual terms and conditions are achieved, maintained and developed for assigned operational business area
* To supervise all aspects of performance of an assigned group of direct reports
* Accountable for the effective supervision and performance management of frontline colleagues within the mess, allowing them to deliver steward services to the required standard.
* Act and carry out specific Operational and Administrational tasks in the absence of Mess Manager.
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| 2. Dimensions |
| 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  | * Minimal customer complaints regarding the level/standard of service within the mess
* 100% compliance on internal/external audits
* An engaged, motivated and driven team
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| 3. Organisation chart  |
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| **4. Context**  |
| * Comply with all Sodexo company policies/procedures
* Comply with all legislative requirements
* Adhere to any local client site rules and regulations
* Role model safe behaviour
* Unsociable hours in line with business requirements
* Flexibility on work schedule and location maybe required
* Travel and overnight stay may be required to undertake training and other business
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| 5. Main assignments  |
| * To continue to develop one’s own skills and knowledge within the position, including any required training courses
* To maintain excellent client/customer relationships
* To attend team briefs, huddles and meetings as required
* To attend your performance development review to discuss job standards and agree development activities
* To maintain a clean and tidy work area at all times
* To maintain high levels of personal hygiene and wear the appropriate uniform and PPE as required
* To care for all available resources including equipment, materials and supplies as directed
* To report any near miss occurrences, accidents or faulty equipment to management
* To ensure effective communication with line manager, team, customer and client organisation
* To maintain all areas of responsibility to the set service standards and in line with applicable service offer
* To supervise the team fairly and drive engagement
* To be responsible for the handling and security of all stock, equipment and cash within the department
* Ensure that all products are replenished throughout the duration of service. Report any products that are running low to your supervisor/line manager.
* Assist with function preparation as directed by the supervisor/mess manager i.e. silver cleaning, dining room layout, napkins etc.
* You will role model the company values and ensure they are reinforced at every opportunity.
* Ensure a high standard of personal hygiene and appearance conducive with working in a front of house environment. Conduct must remain professional at all times.
* Basic catering to include breakfast, Brunch, sandwiches and salads etc
* You must seek to understand the client’s business environment and drivers, developing and maintaining strong relationships and establishing a network of client contacts.
* Effectively manage continuous improvements, taking corrective action where necessary and informing line manager of performance issues.
* You are to carry out any reasonable request by your supervisor/line manager.
* To provide support for any additional ad-hoc services provided as required, for example administrative or office support
* Leave blank for local additions
* Leave blank for local additions
* To carry out any other reasonable tasks and/or instructions as directed by management
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| 6. Accountabilities  |
| * Pass all internal and external audits
* Achieve sales target
* Control waste in line with targets

**Leadership and people*** The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will support their line manager to drive employee engagement and team performance. This will include effective communication and the application of Sodexo HR policies and procedures as directed by their line manager

**Risk, governance and compliance*** The role holder will ensure that these processes are fully applied, complied with and adhered to within their assigned operational business area. Where applicable cash and stock company procedural compliance is a requirement.

**Financial management*** The role holder is required to contribute to the financial performance of their business area. This is achieved through effective control of all equipment and supplies as well as payroll.

**Relationship management client and team*** The role holder is responsible developing and maintaining good business relationships with clients and customers. The role holder must seek to resolve any concerns or complaints raised and escalate to their line manager as appropriate.

**Operational management*** The role holder will be responsible for overseeing their assigned operational business area and managing compliance with legal, regulatory and company requirements including the quality management system (QMS).

**Service excellence*** The role holder will be responsible for driving all aspects of service excellence across their operational business area including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards. The role holder will ensure that work is appropriately recognised.

**Continuous development*** The role holder should look for improvements and efficiencies at every opportunity to increase sales and/or reduce costs. These should be reviewed with their line manager to establish feasibility and create a plan of action.
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| 7. Person specification  |
| Essential:* Previous experience of working in a Mess in an operational role
* Must be able to demonstrate effective verbal and written communication
* Able to work on own initiative within a team environment
* Able to demonstrate attention to detail and adherence to standards
* Good numerical and communication skills, must be able to demonstrate effective verbal and written communication
* Knowledge of health & safety and food safety

Desirable:* Experience of working within military environment
* Previous experience of effectively supervising a team
* Leadership skills and knowledge
* Knowledge/qualification in Health & Safety and Food Safety
* Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
* Analyse problems analytically, develop opportunities and implement innovative solutions
* Experience of working in a similar role within the service industry at a comparable level in a company
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| N/A – this section is for management job descriptions only |

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| 9. Management Approval – To be completed by document owner |
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| Version | 1 | Date | 01 September 2016 |
| Document Owner | ‘Initials’ |

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