

# Job Description: Catering Manager



Function:	Operations
Job:	Catering Manager
Position:	Catering Manager (52 week) contract
Job holder:	Lorna Wint
Date (in job since):	2000
Immediate manager (N+1 Job title and name):	Peter Hadfield, Account Manager
Additional reporting line to:	Anthony Boyton – Account Director
Position location:	Notting Hill Preparatory School, Notting Hill, London – opposite Ladbroke Grove Tube Station

## 1. Purpose of the Job – State concisely the aim of the job.

- To ensure the prompt and efficient preparation and service of all meals to the company's standard and to the client's satisfaction and maintaining the cleanliness and hygiene of the school to the required standard in the Service Level Agreement.
- Effectively manage and motivate the Sodexo catering teams and ensure that exemplary services are provided at the school for both dining facilities.
- Foster long term profitable relationships with the school to maintain existing business and identify new business opportunities by delivering operational excellence.
- Provide direction and expertise to the operating teams by promoting Sodexo strategies and best business practices to uphold the Company and schools' mission and values

## 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 £450k 2024	EBIT growth:	Growth type: n/a	Outsourcing rate:	n/a	Region Workforce	Indies
	BIT margin:		Outsourcing growth rate:	n/a	HR in Region	HRBP
	Net income growth:					
	Cash conversion:					
Characteristics	▪ Managing a team of 14 Sodexo staff – including a Head Chef and Supervisors					

## 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.

Account Manager

Catering Manager

Head Chef

Supervisor

**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.

- To deliver a **high-quality food and beverage service** at Notting Hill Preparatory School.
- **Creativity** – there is a desire to see constant change and freshness. Innovation is key to Sodexo success.
- **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 operation over two sites** – Lunch is served across two dining rooms, so delivery, presentation and efficient service is key. Alongside any additional hospitality requirements.
- **Planning and organising** for excellent outcomes – quality, resources, operational ease, financially sound.
- Foster **productive client relationships** which show the value of the Sodexo team and the wider Sodexo team.

**5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

**Catering Operations**

- Continually monitor all food standards, to ensure that they are to the required client and Sodexo expectation using fresh food throughout.
- Monitor all food hygiene and health and safety standards, to ensure they are maintained to the required client and Sodexo expectation as outlined by Sodexo HSEQ guidance and legislation.
- To ensure that all food is prepared with due care and attention, particularly regarding pupils and staff special dietary requirements: for example, nut, dairy or wheat allergies.
- To ensure that regular and effective promotions and special days occur as a minimum twice termly in both dining rooms.
- Monitor financial performance (e.g., supply chain, sales, labour, expenses, internal issues) to ensure that the pre-set budget figures are maintained and, when variances do occur, to provide written explanation of these costs, and to implement action plans for correction.
- Ensure all special functions are completed to the required standard of food and service.

**People**

- Select, recruit, and induct the right team.
- Develop your people and ensure succession planning.
- Measure the performance of your people by giving feedback and reviewing and completing the EPA process.
- Communicate regularly – monthly face to face team briefing. Adopt the 'focus on five' principles.

**Client**

- Ensure the Head Chef and Supervisor deliver the operation to the service standards agreed in the contract with the client.
- Attend meetings and assist with producing monthly and termly formal review reports for the client.
- Assist the Account Manager with the implementation of the Clients for Life processes.
- Assist the client with parental interaction through regular interaction, marketing, bespoke parental communication, and any other avenues required by the school.

**Finance**

- Assist the Account Manager with completion of the unit forecasts and monthly reporting to our client.
- Protect the company's profit by delivering the Sodexo budget each month.
- Assist with generating the billing back up and maintain high quality records in line with client expectation.
- Ensure purchasing, stock, labour debt, and assets are correctly controlled.

**Business Improvement**

- Always seek out new and innovative ways of doing things
- Be proactive in overcoming barriers to success.
- Provide feedback on how we can improve our performance.
- Reach out to colleagues across the independent school division and beyond for innovation and ideas.
- Access to internal Sodexo colleagues to support the delivery of the contract.
- Networking – being aware of food innovation across the market and beyond into other sectors and professional bodies.

**6. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- To deliver a consistent level of service, within the Company's high standards, to the contract specification and agreed performance, qualitative, KPI's and financial targets.
- Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
- Manage the team to ensure the Client and Sodexo's finances are effectively managed and accountable.

**7. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential Criteria

- Strong level of literacy and numeracy.
- Experienced business manager who has operated in an Independent School environment.
- Experience of managing an overall budget with functional components (i.e., catering 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.
- Computer literate.
- Able to demonstrate positive attitude to self-development; willingness to learn in role and beyond.
- High level of 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 to work effectively as part of a team.
- Flexible approach to role.
- Passion for excellent standards in food and service.

Desirable Criteria

- Contract catering experience.
- Relevant higher-level qualification in functional specialities (i.e., catering, facilities management)
- Experience of managing a team.
- Able to successfully implement changes.
- Knowledge of Safer Recruitment and working in educational establishments
- Hold a personal driving license.

**8. Competencies** – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- **Client centric** – Always have the client (and their customers) at the centre 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** - Can communicate with both client and Sodexo
- **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.
- **Responsible** - Conscious of the consequences of action or inaction
- **Conscientious** - Demonstrates a commitment to get things done on or before agreed deadlines.
- **Decisive** - Willing to make and implement difficult decisions.
- **Assertive and Influential** - Demonstrates a strong desire to lead situations and achieve goals.

## 9. Management Approval – To be completed by document owner

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Document Owner	Natalie Davies		