

Job Description: Catering Manager



Function:	Corporate Services
Job:	Catering Manager
Position:	Catering Manager
Job holder:	N/A
Date (in job since):	
Immediate manager (N+1 Job title and name):	Sean Young – GSM
Additional reporting line to:	Max Paret – South Cluster Manager
Position location:	Unilever – 100 Victoria Embankment, London, EC4Y 0DY

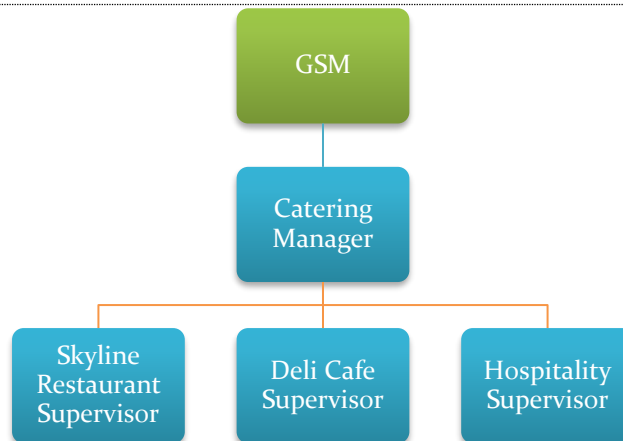
1. Purpose of the Job – State concisely the aim of the job.

- Smooth running of the site with the assistance of an experienced team
- To build an excellent relationship with the client
- To oversee delivery and develop the food offer in all areas of the business through commercial initiatives, innovation, and team development.
- To work closing with the Executive Chef to deliver through the team new menus which demonstrate flair and innovation in the food service offer.
- Implementing promotions and increasing sales
- To ensure the prompt and efficient delivery in all food areas to the company's standard and to the client's satisfaction.
- To ensure that the budget is met and exceeded and that all company audits & documentation are attained to the required standard.
- To deliver and achieve client KPI measurement and quarterly self-audits with review and action the results.
- To provide the most cost-effective catering service that offers the users quality and choice.
- To continually propose initiatives that deliver best value to the customer.
- To promote healthy eating, wellbeing, and employee satisfaction.
- To improve patronage and grow sales.
- To provide good capture of management information to analyse performance.
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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			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics		<ul style="list-style-type: none">▪ Large volume of catering▪ Various range of catering offer: café, restaurant, hospitality▪ Multi clientele: Unilever and other building tenants							

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.



Add org chart

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.

- Drive Zero Accident Mindset culture through the operational teams
- Improve and maintain high employee engagement
- Continuous improvement in operational delivery and efficiency
- Revenue and profit growth
- Drive transformational agenda and cost efficiencies for the client
- Promote and manage the new 'Drive' Food Platform and the 'Twelve Pay' cashless and App based system that has been introduced to site.

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

- To organise and assist in the presentation of all meals service (participating as necessary) at the required time, being provided to the standard laid down in the Service Level Agreement and to the Client's, Customer's, and Sodexo's satisfaction.
- Carry out customer surveys and profiling to ensure that our food offer remains applicable to the customer base, and where not, offer ideas for menu enhancement, development and change where necessary.
- To ensure that all food is displayed and served with due care and attention, particularly concerning customers' special dietary requirements: for example, nut, dairy, improved choice for ethnic minority customers or wheat allergies.
- To organise any special functions as required, some of which may occur outside of normal working hours.
- To work closely with the Executive Chef to further review the food proposition, food production and organisation of the team to deliver a great customer experience as part of the Drive and Twelve Pay initiatives.
- To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organisation.
- To ensure that the Company's accountancy, documentation, and administration procedures are carried out to the laid down standard. This may be electronically, paper-based, or both, as instructed.

- To control and monitor the financial performance and ensure that all financial targets are achieved in terms of margins and wastage control via the Drive and Twelve Platforms and providing accurate data for the client.
- To maintain the standards and integrity of the food offer and Service Level Agreement at all times. To carry out a daily food audit and perform activities detailed in the service offer manual under Key Performance Indicators to the frequency and level required.
- To implement and maintain the Statutory and Company standards of new allergen legislation, hygiene, health and safety and take any action as is necessary. To ensure that the service areas are maintained at a very high standard and correct working practices are adhered to.
- To ensure all required risk assessments and due diligence documentation are implemented regarding food hygiene and safe systems of work, as are required to pass a Safeguard audit.
- To take all necessary steps to ensure maximum security of the service areas, stock and equipment.
- To recruit, interview, control, and discipline staff according to the needs of the unit and within the procedure laid down by the Company. To maintain an accurate, up-to-date personnel record for all staff as laid down in the Human Resources Manuals and Documents available on Sodexonet.
- To keep records of any disciplinary issues and keep the General Manager and People Centre informed of these.
- To ensure all new staff are given a thorough induction into their job following the recruitment and interview process. To monitor the performance of staff, carry out performance reviews and provide training and coaching as necessary, and record on the appropriate documents.
- To have special regard to the welfare of the establishment staff and to organise regular and effective staff meetings. To fulfil the requirements of the Sodexo people management processes without exception as detailed in the 'focus on five' management document and demonstrate the required behaviours as an employee within Sodexo that reflect our values. Understand the 10 indicators that are used to measure Investors in People and apply these in your area.
- Engage, motivate, and reward our employees to ensure they are satisfied with their working relationships at all levels.
- To have regular contact with the Facilities Manager and to produce any reports as necessary pertaining to current or events.
- Attend to any reasonable requests made by the Facilities Manager.

IRREGULAR DUTIES:

- To relieve and assist in other establishments in certain circumstances.
- To attend to and take all necessary action, statutory and otherwise in the event of accident, fire, loss, theft, lost property, damage, unfit food or other irregularities and complete the necessary return and/or reports.
- To attend meetings and training courses and deputise on calls where required.

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.

- Increased food sales by 3%, through Company promotions, theme days and continually proposing initiatives that deliver best value to our clients and customers.
- Delivering of all large hospitality events and Commercial event for the client
- To comply with the requirements of the quality monitoring system and seek opportunities for continual improvement in overall standards.
- Achieve all Company standard audits
- Adherence to the food offer and menu.
- Consistency in standards, presentation and quality of food offer.
- Achieve GOP, understand budget figures and be able to forecast accurately.
- P&L reports are completed within agreed timescales and show positive financial performance. Sales targets are met or exceeded.
- Direct reports are managed effectively.
- Positive customer and client feedback, which will be measured during client reviews.
- Positive, developed team willing to go the extra mile to provide excellent service standards.

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

Essential

- Good standard of literacy and numeracy
- Experience of developing an innovative food offer to meet client and customer needs
- Excellent interpersonal skills and ability to communicate effectively with customers, clients and staff at all levels
- Good time management and organisational skills
- Ability to work well under pressure
- Ability to achieve and set standards and operate to performance criteria, with particular regard to hygiene
- Positive approach to learning in role and identifying own training needs as appropriate
- Self-motivated
- Sense of own initiative
- Ability to work effectively as part of a team
- Flexible approach to role
- CIEH Level 3 Food Safety qualification
- IOSH Managing Safety qualification
- A 'Can do' attitude

Desirable

- Experience of delivering training using company guidelines
- Computer literacy
- Good standard of financial acumen
- Ability to develop increasing individual effectiveness through leadership, motivation, communication, coaching and training

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

<input type="checkbox"/> Growth, Client & Customer Satisfaction / Quality of Services provided	<input type="checkbox"/> Leadership & People Management
<input type="checkbox"/> Rigorous management of results	<input type="checkbox"/> Innovation and Change
<input type="checkbox"/> Commercial Awareness	<input type="checkbox"/> HR Service Delivery
<input type="checkbox"/> Employee Engagement	
<input type="checkbox"/> Learning & Development	

9. Management Approval – To be completed by document owner

Version	1	Date	13/1/22
Document Owner	Sean Young		