

Job Description: Catering Manager



Function:	Catering Manager
Position:	Catering Unit Manager
Job holder:	
Date (in job since):	
Immediate Manager:	Asst. Account Manager - North
Additional reporting line to:	Account Manager
Position location:	

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 Unit to the required standard in the Service Level Agreement.

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

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.



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.

- Ensuring Service standards maintained as per Sodexo standards
- Due diligence records completed as per Sodexo food safety policy
- Adhering to Sodexo supply policies
- Delivering target GP as per Budget

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

- Planning, Preparation and presentation of all meals served at the required time, adhering to the service level agreement and to the client, customer and Sodexo satisfaction
- To cook onsite basic English cuisine when required.
- Adhering to special dietary requirements, paying attention to allergens
- Control and monitor financial performance of the unit to pre budgeted targets
- Management and training of line staff. Including carrying out performance reviews and providing coaching as necessary.
- To control and discipline staff with the procedure laid down by the company and keep records of any disciplinary issues keeping the account manager and HR informed.
- To ensure correct compilation of payroll to the latest regulations. To ensure that all statutory regulations and company policy concerning staff are adhered to.
- Purchasing and inventory control through accurate stock takes in accordance with Sodexo standards
- Maintaining cleanliness and hygiene of the unit to required standards
- Ensuring completion of due diligence records in line with Food safety policies
- Completion of weekly and month end trading on Eprophet, and UDC payroll ensuring accurate capture of all income and supply invoices along with staff payroll information.
- Organisation of any hospitality catering as required, some of which may occur outside of normal working hours
- Take all necessary steps to ensure maximum security of the kitchen, store, office, safe and monies and any other areas under Sodexo control
- To relieve and assist in other establishments in certain circumstances
- To attend meetings or training courses as requested
- To support and assist Asst AM/ AM with managing all Sodexo services on site, covering holidays and sickness
- To manage and control the vending operations onsite to achieve best results in terms of customer satisfaction, availability and profit maximisation.

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 establish and maintain satisfactory relationships with individuals at all levels within the company and the client organisation
- To maintain the standards and integrity of the service offer and service level agreement at all times.
- Ensure all statutory regulations and company policies are adhered to
- To attend to and take all necessary action, statutory or otherwise in the event of accident, fire, loss, theft, loss of property, damage, unfit food or other irregularities and complete the necessary return and/or reports
- Have regular contact with the Account Manager and produce any reports as necessary pertaining to current activities or events
- Attend to any reasonable requests made by the general services of Account manager

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

- NVQ Chef qualification or HND/ HNC Hospitality Management equivalent preferred
- Food Safety Level 3 qualified
- Experience of catering management
- Experience of managing a team
- Experience of managing budgets

- 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
- Ability to work well under pressure
- Excellent interpersonal skills and ability to communicate effectively with customers, clients and staff at all levels
- Ability to set and achieve standards and operate to performance criteria, with particular regard to hygiene
- Self-motivated
- Sense of own initiative
- Ability to work effectively as part of a team
- Flexible approach to the role

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

<ul style="list-style-type: none"> ▪ Growth, Client & Customer Satisfaction / Quality of Services provided 	<ul style="list-style-type: none"> ▪ Leadership & People Management
<ul style="list-style-type: none"> ▪ Rigorous management of results 	<ul style="list-style-type: none"> ▪ Innovation and Change
<ul style="list-style-type: none"> ▪ Brand Notoriety 	
<ul style="list-style-type: none"> ▪ Commercial Awareness 	
<ul style="list-style-type: none"> ▪ Employee Engagement 	
<ul style="list-style-type: none"> ▪ Learning & Development 	

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			