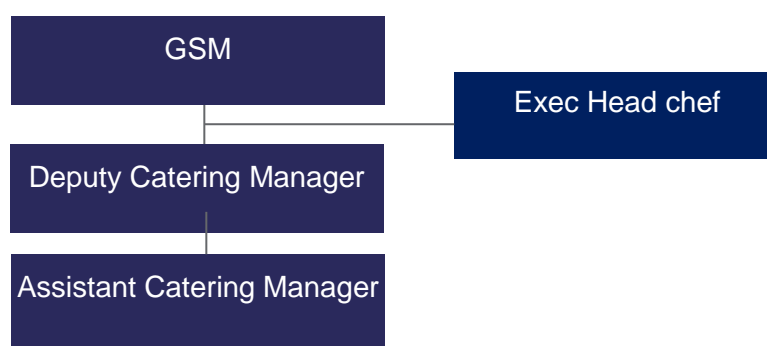


JOB DESCRIPTION

Position Title	Deputy Catering Manager	Department	Catering
Generic Job Title	Deputy Catering Manager	Segment	Schools
Team Band			
Reports to	GSM General Service Manager	Office / Unit name	Brentwood School

ORGANISATION STRUCTURE



Job Purpose

- To assist the Head of catering in the day to day running of the catering department in the restaurant, prep school café/; tuck & hospitality.
- Deputise for the Deputy Catering Manager in their absence
- To assist with the effective management for all the catering staff
- To assist with ensuring recruitment, government & company compliance of legislation, health & safety, budgets & all staff training is accomplished in the times required.
- Working closely with other departments in the business.

Accountabilities

- Staff Management in Cafe/tuck, Restaurant, Hospitality & Kitchens
- Customer care
- Administration
- Health & Safety
- Other

Key Performance Indicators (KPIs)

- Government & Company compliances e.g. Health & Safety
- Internal Audits – Passing key internal audits
- Monthly reporting

Overall Role

The Assistant Catering Manager is responsible for assisting the Catering Management team in the effective management and delivery of the Catering Service. Sodexo is committed to achieving the highest standards in all area of its operation and the Assistant Catering Manager has a key role in ensuring high standards of customer care throughout the Catering Operation,

Principle Responsibilities

- To manage cafe/tuck, hospitality & restaurant staff and ensure agreed standards are maintained.
- To ensure the highest standards of customer care are provided in all aspects of Sodexo's catering operation.
- To manage and assist with Sodexo's Food management systems
- To promote & participate in an alert and positive approach to H&S in the delivery of all Sodexo's catering services
- To undertake administrative work for the catering department Manage and assist with the stock control system for all catering areas.
- Deputising for the Deputy/GM in their absence
- Liaising with other departments on promotions & events
- Ensuring efficient delivery of any other duties within the scope, spirit & purpose of the job, the title of the post and its grading as requested by the General Services Manager
- To motivate ,record & provide training to the cafe/tuck, restaurant & hospitality team
- To ensure agreed targets are timely achieved
- Maintain & increase the level of customer satisfaction
- Setting high standards in all dealings with customers, staff & suppliers
- Monitoring , recording and action feedback from customers
- Dealing with complaints where appropriate and refer these to senior managers when necessary,
- Monitoring & controlling of hours and overtime expenditure for hospitality, café/tuck & restaurant staff
- Monitoring sales trends, profitability etc. in consultation with the finance team
- Provide ,lead & attend staff meetings

Dimensions

Financial	Yes – Unit Budgets
Staff	Yes
Other	Key relationships including operations, sales, finance, HR, marketing & purchasing

Skills, Knowledge and Experience

Essential

- Good working level of IT relevant to the position
- Good communication & interpersonal skills. The ability to communicate in an appropriate and professional manner with both customers & colleagues at all levels of seniority & liaise effectively with other internal departments.
- A good team player
- Flexible & Diplomatic with a positive “can do” attitude
- Stamina & the ability to work under pressure, good at thinking quickly & sorting out problems on the spot, and the ability to stay calm in a crisis.
- Good business & commercial acumen
- Strong organisation and planning skills combined with a high level of initiative
- Highly motivated
- Attention to detail
- Commercial awareness
- Able to work on own initiative within a team environment
- Ability to manage in a diverse environment with a focus on client & customer services
- Strong leadership & motivating skills including the ability to build strong relationships with customers & staff.
- Financial, budgeting & stock-taking skills, knowledge of food, food hygiene (including HACCP) and food preparation. At level 3 or working towards
- Confidentiality and discretion and an awareness of the Data Protection Act.

Desirable

- Working knowledge of relevant Health & Safety regulations
- Previous experience in the catering and/or multi-function environment at high level supervisory or Management
- Working knowledge of till systems

Personal Attributes

- **Enthusiastic** - Displays a natural ,sustained enthusiasm and energy
- **Self-Motivated** - Needs no encouragement to make things happen
- **Able to build and maintain relationships at all levels** - Is able to communicate within both client and Sodexo organisations
- **Strong but Flexible** - Always prepared to listen and consider the views of others
- **Committed to Development** - Demonstrates recognition of others contribution
- **Competitive** - Shows a healthy desire to win
- **Positive** - Focuses on what CAN be done
- **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 decisions
- **Assertive and Influential** - Demonstrates a strong desire to lead situations and achieve goals
- **Analytical** - Shows an interest in and an aptitude for analysing situations and circumstances before taking action

Contextual or other information

This job description reflects the present requirements of the post. The job description will be reviewed annually as part of the approval process. As duties and responsibilities change and develop, the job description will be subject to amendment in consultation with the post holder.

Potholder:

Signed: Date.....

Name:

Manager:

Signed: Date:

Name:
