

Job Description:

Business Manager

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| Function: | Corporate Services, ROI |
| Position: | Business Manager |
| Job holder: | TBC |
| Date (in job since): | TBC |
| Immediate manager: | Brenda Flaherty, Client Relationship Manager |
| Additional reporting line to: | NA |
| Position location: | Hollister, Rehins, Ballina, Co Mayo |

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| 1. Purpose of the Job – state concisely the aim of the job. |
| To manage and be responsible for the production of all catering and cleaning services at the required times to the company’s standards, within the agreed specification and to the agreed performance, qualitative and financial targets.  |

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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. |
| Hollister is a Monday to Sunday operation catering for breakfast and lunch, Evening teas, Night shift as well as hospitality and special functions. |

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| 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. |
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| 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, practice that are to be adhered to. |
| * Ensure that all costs and expenditure are within the budgeted levels agreed between the Client and Sodexo.
* Maximise profitable sales by the introduction and maintenance of food service brands to the standard required by the Company.
* Comply with all Company and Client policies and procedures, site rules and statutory regulations including Health and Safety, Food Hygiene, safe working practices, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your workplace and training of staff.
* To implement and maintain all Statutory and Company policies and procedures, communicating it to all staff and ensuring full compliance.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| Key responsibilities and activities include:* Develop long term Client relationships in line to enhance the retention of current Clients and Customers, gain referrals for new business and attract new Customers.
* Plan, cost, and document menus and ensure these are consolidated across the business.
* Ensure stock levels are kept to the agreed establishment targets and supplies are ordered from nominated suppliers.
* Monitor and maintain consistent methods of food preparation, production, presentation, and service for all meals and ensure they comply with Sodexo’s standard and procedures and meet the agreed specification of the contract.
* Conduct regular reviews of current operating costs, margins, controls, and menu costings to ensure Sodexo is achieving optimum profit.
* Ensure that all goods are correctly and quickly stored away on a first in first out basis and comply with Health and Safety regulations.
* To ensure the prompt and efficient preparation and service of all meals and breaks at the required time, being provided to the standard of the food service offer laid down in the Service Level Agreement and to the Clients, Customers and Sodexo’s satisfaction.
* To understand and maintain the standards and integrity of the service offer and Service Level Agreement at all times.
* To carry out a daily service audit and perform activities detailed in the service offer manual under Key Performance Indicators to the frequency and level required.
* Ensure financial documentation and accountancy of the unit (and those from suppliers) is accurate and within agreed budgeted levels.
* Motivate and lead catering employees to perform their roles to a high standard and in alignment to Sodexo policies and procedures.
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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organisation; they should focus on end results, not duties or activities. |
| * Satisfactory Safegard audit results
* Unit GP in Line with Budget
* Zero accident culture on site
* Satisfactory cash and compliance audit result
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| 7. Person Specification – Indicate the skills, knowledge, and experience that the job holder should require to conduct the role effectively. |
| **Essential*** Experience in a similar role
* Good knowledge of the service industry and the importance of client relationship management
* Ability to achieve and set standards and operate to performance criteria.
* Good interpersonal skills and ability to communicate effectively with customers, clients, and staff
* Good time management and organisational skills

**Desirable*** Food Safety training
* IOSH certificate or equivalent
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires. |
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| Growth, Client & Customer Satisfaction, Quality of Services Provided | Rigorous Management of Results |
| Leadership and People Management  | Innovation and Change |
| Brand Notoriety | Commercial Awareness |
| Business Consulting | Employee Engagement |
| Impact and Influence | Creative Problem Solving |
| Quality Focus | Organisation and Planning |

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| 9. Management Approval – To be completed by document owner. |
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| **Version** | 1 |
| **Date** | 280222 |
| **Document Owner** | Brenda Flaherty, Client Relationship Manager |

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| 10. Employee Approval – To be completed by employee. |
| This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.I can confirm I have read the full content of my job description and understand the requirements of this role:

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| **Employee Signature** |  |
| **Date** |  |

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Draft. Version: 27-03-2014