**on-site services**

JoB description

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| --- | --- | --- | --- |
| Position Title | TBC | Department | Catering |
| Generic Job Title | Site Lead | Segment | Corporate Services |
| Team Band | Non-Banded | Location | Caledonian Brewery |
| Reports to | Assistant GSM | Office / Unit name | Heineken Scotland |

## ORGANISATION StRUCTURE

General Services Manager

Assistant GSM

Head of Talent

Site Lead

#### Job Purpose

* As the face of Heineken Caledonian Brewery, you will provide the site with a well-mannered and co-operative Host, providing a first point of contact for all non-productive enquires and give assistance to Client’s, staff, and visitor’s
* Act in the capacity of event coordinator to promote the site, it’s heritage and brewing business
* Arrange site induction video’s and maintain records of inductee’s
* Support and arrange technical services visits, plus ensure RAMS are provided
* Arrange bar requirements with event suppliers, agreeing costs and set up and to include assessing RAMS specific to events
* Ensure all meeting and visitor spaces are ready at all times to receive new visitors, clients and staff post meeting set ups
* Arrange and control stocks of kegs, casks for events through KNDL and other suppliers
* Prepare event space – moving furniture, dressing tables, setting up bar area, glass washing
* Prepare meeting rooms as per requirements – moving furniture dressing tables, flip charts including any hospitality required
* Arrange required support e.g. cleaners, security and tours etc.
* Organising POS/event collateral/instructing marketing/social media agencies on requirements
* Invoicing paying suppliers, colleagues and customers
* Top up refreshments throughout day
* Prepare and serve lunch and clean up after external and internal events such as audits and key visits
* Be available for technical support, booking taxis, and clean up after meeting
* Co-ordinating tours/tastings at visitor request. Ensure alignment with production activities before confirmation.
* Servicing of the hot drinks and snack vending
* Daily cleaning and refilling of the hot drinks machine
* Cleaning brewery coffee machines
* Support H&S and hygiene records for the non-production areas of site.
* Arrange - Periodic cleaning of site external signage and display cabinets
* Restocking and cleaning of the bar fridges (NB only required for events, generally soft drinks)
* Take daily temperatures of the fridges and freezers in the admin and events kitchen
* Ordering/cooking/arranging storage of pies
* Introduce a pre-planned maintenance programme for non-production area assets
* Ordering stationary/biscuits/tea/coffee for brewery
* Maintaining stationary on site, keeping it up to date
* Making sure printers have enough paper and cartridges
* Brewery phone/front of house duties
* Other Support - Maintain diary of room occupancy and forthcoming events, coordinate visitors with gatehouse, meet and greet, tea/coffee etc. Coordinate Cleaning Requirements with Cleaner
* Sorting mail for brewery
* Arranging couriers for production team - (inc packaging for despatch)
* Empty bins throughout site
* General housekeeping
* Act as office fire warden / First Aider to support wider Fire Warden & First Aid teams (inc Evac Chair)
* Support weekly test of fire alarm
* Maintain Visitor PPE and look to improve (visitor book/sign in, visitor lanyard/info card as per EBP)
* Maintain Security/ID Card system
* Weekly flushing of hot and cold taps in office area - L8
* Liaise with Corporate Affairs re distribution of internal comms materials.

**Key Performance Indicators (KPIs)** **or “What it will look like when you are doing the job well”**

* A professional and courteous manner to all Heineken staff, visitors, guest and working colleagues
* The meeting room system is review frequently: individual meeting room facilities update, room sizes, phone numbers etc
* All contact detail documentation is reviewed and up-to-date
* All documentation generated by Heineken or Sodexo is fully completed as per instruction
* Good knowledge of the site: Heineken staff/team leaders, policies and procedures,
* Al other KPI’s as instructed by the Assistant GSM

#### Skills, Knowledge and Experience

Essential

* To have good understanding of IT programmes and systems.
* To have good written and spoken communication abilities.
* To have a smart appearance.
* To be able to work under pressure.
* To have good interpersonal abilities.
* To have a good memory for faces and appointments.
* To be polite and courteous.
* To be well organised.
* To have high attention to details.
* To be able to prioritise workload.
* Full understanding of the site emergency procedures
* Full understanding of the need to maintain diplomatic silence

Desirable

* Understanding of the PAC system and ability to issue and monitor access cards
* Understanding of the CCTV system in operation
* Understanding of all alarms systems

#### Contextual or other information

#### Key Responsibilities

* To remain alert at all times to maintain the site’s integrity and protection of assets
* Assist with the control of all entrances of vehicles, visitors and contractors on site
* Ensure that visitors & contractors are checked in and are given an Identity Pass are not allowed to enter the site unannounced and are accompanied by a host
* Comply with all Sodexo Company policies/procedures and client site rules and regulations
* Comply with all Heineken UK policies and statutory regulations relating to Health and Safety, safe working practices, hygiene, fire and COSHH. This will include your awareness of any specific hazards in your work place
* Participate in any necessary training and team meetings as required to complete job responsibilities to the Company and clients standards
* Communicate well and demonstrate a pleasant, polite, efficient, caring and friendly service to customers and clients in all areas of service, which Sodexo provide
* Report any customer complaints or compliments and take remedial action if possible
* Report immediately any incidents of accident, fire, theft, loss, damage, or other irregularities and take such action as may be appropriate
* Carry out other reasonable tasks as directed by Sodexo management or Heineken UK Client
* Inform catering of hospitality requests or guests on site,
* Maintains visitors signing books
* Maintains log of contractors on site
* Issues and maintains card key pass systems
* Place the stationary order.
* Place bookings for taxis, ensuring correct paperwork complete

NB. 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 agree that I have been fully briefed on my job role and that my job description has been explained.

## *Employee’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

## *Employee’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_*

## *Manager’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

***MANAGER’S NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_DATE: \_\_\_\_\_\_\_\_\_\_\_\_***