

**GOVERNMENT**

Job Description:
Inflight Manager

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| Function: | Government  |
| Generic job:  | Mess Manager |
| Position:  | Inflight Manager |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Facilities Operations Manager |
| Additional reporting line to: |  |
| Position location: | RAF Brize Norton |
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| 1. Purpose of the job  |
| * To plan, organise and manage delivery of all services within inflight catering to the benefit of the contract and passengers
* To ensure standards of service are achieved, maintained and developed for assigned operational business area
* To contribute to the growth of all services in order to meet client and commercial expectations whilst maintaining strict budgetary control within operational business area in line with client and Sodexo expectations
* To manage all aspects of performance of an assigned group of direct reports
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| 2. Dimensions  |
| * Revenue circa xx
* Number of team members = xx, including 5 direct reports
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| 3. Organisation chart  |
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| **4. Context and main issues**  |
| * Comply with all legislative requirements and the Civil Aviation Procedures
* Adhere to any local client site rules and regulations
* Complete all tasks in line with company policies and procedures
* Travel and overnight stay may be required to undertake training and other business requirements
* Unsociable hours in line with business requirements
* Flexibility on work schedule and location maybe required
* Collaboration with all other site department managers to ensure the effective management of the site overall
* Effective collaborative working with Sodexo external partners, DIO employees and MoD consumers and personnel, including CCM where appropriate who work on site
* Ensure all practices are in line with Sodexo policies and procedures and those set out within Health and Safety and Food safety guidelines/legislation
* To act as a site Subject Matter Expert (SME) where appropriate to support other department managers and departments, offering guidance and support where required
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| 5. Main assignments  |
| **In relation to operational management the role holder will:*** Oversee their assigned operational business area and manage compliance with legal, regulatory and company requirements including the defence quality management system (DQMS)
* Ensure daily standards of service in assigned operational area, as detailed in the service level agreement, within the schedules of the contractual terms and conditions and in line with applicable Sodexo service offer standards are achieved, maintained and developed
* Ensure that standards of public safety and security of the building are adhered to
* Lead, direct and motivate the team to deliver all aircraft rations on time and within the correct scale set by Cat 4 Ops
* Ensure the correct procedures of the Civil Aviation/Voyager rationing and de-rationing of aircraft are followed through monthly checks
* Be responsible for driving all aspects of service excellence across their operational business area including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards
* Work in conjunction with other department managers to plan, organise and coordinate service activity within own assigned operational business area and across the site
* Assist in the creation and delivery of key targets within an annual business plan, and be responsible for achieving all appropriate actions
* Initiate a process of continuous improvement by systematically reviewing all processes and practices for effectiveness
* Resolve daily operational issues within their assigned area
* Act as duty manager ‘on call’ and holiday/weekend cover as directed by line manager
* Deputise for their line manager in their absence where necessary

**In relation to health and safety the role holder will:*** Ensure robust health and safety procedures are implemented, reviewed and reported on a regular basis
* Role model safe behaviour and carry out regular safety walks in line with company requirements
* Continually monitor all H&S and FS standards in all service operations and ensure they are maintained at the required level
* Follow all health and safety and food safety processes as determined in SEMS and in line with current legislation

**In relation to financial management the role holder will:*** Be accountable for the financial performance of the assigned business operational area in line with set budgets
* Contribute to the achievement of the overall site budget performance as determined by segment business objectives
* Contribute to the monthly financial review process for the assigned operational area and also to ensure follow up on all improvement plan actions to support improved financial performance where necessary
* Contribute to the growth of services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectations
* Be accountable for all cash and stock procedural compliance within the assigned operational business area
* Continually monitor financial performance (e.g. supply chains, sales, labour, expenses, internal issues) to ensure that the budget figures are maintained and improved
* Provide written explanation of costs and implement action plans for correction when variances occur

**In relation to client/customer relationships the role holder will:*** Communicate with all Squadrons reference Transops, and the input of requests for catering and C Class requirements
* Build, develop and maintain excellent client/customer relationships
* Maintain excellent client relationships and communicate with the day to day client at every opportunity - holding at least a weekly review meeting
* Seek to understand the client’s business environment and drivers, developing and maintaining strong relationships and establishing a network of client contacts
* Respond positively to customer needs, expectations and comments
* Manage clients proactively and professionally, in line with Clients for Life®, ensuring Sodexo delivers service in line with the client’s business objectives
* Understand the importance the client places on partnering principles and endeavour to establish a dynamic and positive culture for co-operative business relationships and improvements to service

 **In relation to leadership and people the role holder will:*** Role model the managerial behaviours
* Provide leadership and clear direction on all aspects of the assigned operational business area, ensuring assigned colleagues deliver on business objectives
* Compile rosters to maximise labour efficiencies whilst meeting department and airfield requirements
* Prepare contingency plans for short notice delayed passengers
* Be responsible for supporting the delivery of the people plan and subsequently developing future capability of front line teams
* Lead by example and champion effective communication
* Promote and support activities aligned towards employee engagement
* Be responsible for the recruitment, induction, performance, absence management and development of assigned colleagues
* Manage the performance of their colleagues and support other department managers to achieve this, in line with Sodexo HR policy and procedures
* Maintain accurate personnel records and ensure that any required licenses and training (including fire training; aircraft marshalling; airfield driving permits; flight safety catering instructions and civil aviation procedures) are in date and valid
* Process and manage payroll accurately

**In relation to professional work standards the role holder will:*** Be accountable for full compliance and understanding of all company risk, reporting and governance processes within their assigned operational area
* Complete all audit and quality standards documentation required
* Attend weekly management meeting and other team briefs, huddles and meetings as required and cascade relevant messages to the team
* Attend your EPA to discuss and agree job performance, objectives and development activities
* Maintain professional work standards at all times
* Care for all company equipment and ensure that any faults are reported accordingly
* Take adequate steps to ensure the security of company and client property and monies under your control
* Ensure that all written communication represents a professional image to customers, clients and staff
* Attend to and take all necessary action, statutory or otherwise, in the event of incidents or accident, fire, theft, loss, damage, unfit food, or other irregularities and take such action as may be appropriate
* Continue to develop one’s own skills and knowledge within the position, including any required training courses
* Continue professional learning and development in soft FM services and to maintain valid qualifications required for the role
* Carry out any other reasonable tasks and/or instructions as directed by management within agreed deadlines
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| 6. Accountabilities |
| * Achieve gross margin targets by meeting sales targets and controlling waste
* Pass all internal and external audits
* Revenue growth and delivery of year on year performance in your business area
* Year on year balanced scorecard improvement in health & safety; environment; risk; client satisfaction; and quality
* Operational excellence in labour management and performance
* Employee engagement
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| 7. Person Specification  |
| Essential:* Knowledge of working in a management role within the soft FM service industry
* Leadership skills and knowledge
* Ability to manage in line with strict guidelines and to plan and prioritise accordingly
* Ability to demonstrate attention to detail and adherence to standards
* People management skills including general HR skills in recruitment, training and managing colleague performance including disciplinary and grievance procedures.
* Good numerical, interpersonal and communication skills, must be able to demonstrate effective verbal and written communication
* Management knowledge of health & safety and food safety
* Ability to make independent decisions
* Ability to work on own initiative within a team environment
* Working knowledge of MS Office (Word, Excel and Outlook)
* Analyse problems analytically, develop opportunities and implement innovative solutions

Desirable:* Experience of working within military environment
* Previous experience in effectively managing in a similar role
* Health and Safety qualification equivalent to IOSH managing safely
* Food Safety qualification equivalent to level 3
* Soft FM specific technical skills including contract catering, hospitality, retail and cleaning knowledge and skills
* Proven experience of managing client relationships within a contract environment
* Proven track record of leading, managing and developing a team
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| 8. Competencies  |
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| * Customer focus
 | * Resourcefulness
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| * Cultivates innovation
 | * Manages ambiguity
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| * Being resilient
 | * Collaborates
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| * Ensures accountability
 | * Communicates effectively
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| * Builds effective teams
 | * Develops talent
 |
| * Persuades
 | * Decision quality
 |
| * Courage
 | * Business insight
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| * Drives results
 | * Optimises work processes
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| * Nimble learning
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| 9. Managerial behaviours |
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| * Commit to improve
 | * Own performance
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| * Act collaboratively
 | * Develop and grow
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| * Dare to think innovatively
 | * Challenge with humility
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| 10. Sign off |
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| Job holder name: |  | Line manager name: |  |
| Job holder signature: |  | Line manager signature: |  |
| Date: |  | Date: |  |

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