

Job Description: Catering Manager



Function:	Government Schools
Position:	Catering Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Account Manager – South West
Additional reporting line to:	N/A
Position location:	Bristol

1. Purpose of the Job – State concisely the aim of the job.

To oversee the operations at the site to the levels laid out in the Service Level Agreement and within the Schedules of the Contractual Terms and Conditions agreed with respective clients.

This is a functional management role which requires the job holder to fulfil key tasks and achieve minimum standards of performance through communication with and the persuasion of, on site teams, direct line management and central support functions.

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 FY14/15:	EBIT growth:	Growth type: n/a	Outsourcing rate:	n/a	Region Workforce
	Gross margin:				
	Income growth:		Outsourcing growth rate:	n/a	HR in Region
	Cash conversion:				
Characteristics ■ Add point					

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.

- Continually monitor all food standards, to ensure that they are to the required client and Sodexo satisfaction.
- Monitor all hygiene standards, to ensure they are maintained to the required client and Sodexo satisfaction as outlined by Safeguard.
- To ensure that all food is prepared by the kitchen staff with due care and attention, particularly in regard to customers' special dietary requirements: for example, nut, dairy or wheat allergies.
- Undertake regular and effective promotions and special days.
- Assist with the preparation of the annual Catering Budget which will include the Sodexo and outline client budget
- Monitor financial performance (e.g. supply chain, sales, labour, expenses, internal issues) to ensure that the pre-set budget figures are maintained and, when variances do occur, to provide written explanation of these costs, and to implement action plans for correction.
- Ensure all special functions are completed to the required standard of food and service and are also undertaken within pre-budgeted costs

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

- To plan, organise and coordinate all Sodexo activities: to ensure standards of service detailed in the Service Level Agreement and Schedules contained within the Contractual Terms are achieved and maintained.
- To grow services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectations.
- To ensure that all statutory and company regulations and policies relating to hygiene, health, safety and fire are enforced and maintained.
- To ensure that on-site security systems in respect of all functions managed by Sodexo are operationally effective and maintained.
- To ensure statutory, company and development training for all staff which maximises their full potential.
- To liaise with all staff to ensure timely, accurate and meaningful communication.
- To take responsibility for the delegation of recruiting, supporting, and managing staff, formally and informally with appropriate record keeping, according to the needs of the unit and within the procedure laid down by the company. To keep records of any disciplinary issues ensuring the Operations Director and Human Resources Manager are informed of these.
- To adopt a process of continual development and improvement for the Catering Services at Q3 Academy which result in either:
 - Improved Services
 - Increased Sales
 - Reduced Costs
- To hold Daily Briefings with staff, along with Weekly Team Huddles with a clear agenda and with minutes taken.
- To undertake client meetings in line with the Service Level Agreement and to ensure the building of relationships at all levels within the client structure and with key stakeholders.
- To present a smart and professional image at all times.
- To ensure that required standards and procedures of staff selection, appointment and induction training are undertaken.
- To attend company meetings, including Reviews and training courses as required

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 control and monitor the financial performance of the unit and to maintain costs within pre-budgeted targets.
- To ensure that the Company's accountancy, documentation and administration procedures are carried out to the laid down standard and that the necessary weekly returns are completed accurately and sent to the appointed office on time. This may be electronically, paper-based, or both, as instructed.

- To ensure the prompt and efficient preparation and service of all meals and breaks at the required time, being provided to the standard laid down in the Service Level Agreement and to the Client's, Customer's 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.
- To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organisation.
- To implement and maintain the Statutory and Company standards of hygiene, health and safety and take any action as is necessary.
- To implement and maintain all Statutory and Company policies and procedures, communicating it to all staff and ensuring full compliance.
- To ensure that all food is prepared with due care and attention, particularly in regard to customers' special dietary requirements: for example, nut, dairy or wheat allergies.

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

Essential Criteria

- Strong level of literacy and numeracy
- Experienced business manager who has operated in a multi-disciplined environment
- Direct management experience of catering.
- Highly effective communication and interpersonal skills
- Clear and effective leadership style
- Ability to analyse problems analytically, develop opportunities and implement innovative solutions / approaches: e.g. space letting
- Strong ability to increase individual effectiveness through leadership, motivation, communication, coaching and training
- Excellent time management and organisational skills
- Computer literate
- Able to demonstrate positive attitude to self-development, willingness to learn in role and identify own training needs as appropriate
- High level of self-motivation
- Strong ability to build professional partnerships and communicate at all levels, particularly at senior client levels
- Ability to set high standards, achievable through striving for continuous improvement
- Ability to act on own initiative
- Ability to work effectively as part of a team
- Flexible approach to role
- Relevant qualification in functional specialities (i.e catering, management)
- Able to successfully implement changes

Personable Attributes

- **Enthusiastic** - Displays a natural and 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
- **Personal Appearance** - Recognises importance that appearance has on the attitudes of others
- **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

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

<input type="checkbox"/> Growth, Client & Customer Satisfaction / Quality of Services provided	<input type="checkbox"/> Leadership & People Management
<input type="checkbox"/> Rigorous management of results	<input type="checkbox"/> Innovation and Change
<input type="checkbox"/> Brand Notoriety	<input type="checkbox"/> Business Consulting
<input type="checkbox"/> Commercial Awareness [□]	<input type="checkbox"/> HR Service Delivery
<input type="checkbox"/> Employee Engagement	
<input type="checkbox"/> Learning & Development	

9. Management Approval – To be completed by document owner

Version	V1	Date	July 2019
Document Owner	Account Manager		